



*The Family Funeral Service®*

## Staff Newsletter

March 2020

### Radcliffe-on-Trent Refurbishment and Open Day

Following the refurbishment of the Radcliffe-on-Trent funeral home, an open day was held on 1st February. Canon Haydock acted as a last minute stand in, and as always was highly professional in his rededication of the chapel.



*Above - David, Jane, Canon Haydock, Lindsay and Malcolm  
Right - Canon Haydock, who was concerned about the lack of Holy Water (as he was not expecting to do the dedication) and was amazed to learn that all our hearses carry a spare bottle of the water - just in case....*

*More photographs on page 4 and 5*

#### **Director comments for Best Practice (page 2)**

Nigel - 'This has been the most difficult month to judge that I have ever known. In reality any one of the entrants this month would have been a winner in other months.'

Jackie - 'They are all, without exception, fantastic this month. I feel that I can't differentiate.'

Matthew - 'It is a really tough decision this month! All the entries have been excellent.'

### Family Business of the Year 2020

We are delighted to be nominated for the Family Business of the Year 2020.

If you have a few seconds free, then please vote for us here <https://bit.ly/32s4Zz1>



***Phantom VII Hearse number 7 is home  
and will hopefully be out on duty soon!***



*'Our family serving your family since 1907'*

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

**Nigel Lymn Rose** has nominated **Carolyn Wright** 'On a burial service in the West Chapel at Wilford Hill a lady arrived late with a little 3 or 4 year old boy. I took them both into the Chapel and the child became a little fractious and the mother who was clearly distressed felt the need to leave. Moments later she re-entered the chapel without the child and remained there for the next 30 minutes until the end of the service. I was concerned as I could only assume that she had left her child in her car. I should not have worried as on leaving the chapel Carolyn was stood there holding the little boys hand. It transpired that she had realised the lady's predicament and offered to look after the boy whilst mum went back into the chapel. With a little help from the rest of the team the lady's problem had been solved. This is a lovely example of what makes our family service so different'.

**Stacey Burman** has nominated **Eugene Coyle** 'Eugene came to a lady's rescue outside St Mary's Church in Edwinstowe. The lady had unfortunately fell out of her car having tangled her foot in her handbag loop and suspected she may have broken her hip (just before the arrival of the cortège). Eugene luckily was on hand ahead of the hearse's arrival and assisted with getting the lady a chair from the church, and lifting her onto it to sit and await the arrival of an ambulance. He also kindly shielded her and the paramedics from the rain with an A.W. Lymn umbrella until she could be safely moved to the ambulance. She left having missed the service but with a service sheet'.

**Mark Chapman** has nominated **Gary Phipps** 'Gary has been at Osmaston for about five weeks doing the renovations to the flat and then latterly in the branch. He has come in and just got on with his normal daily activities and was courteous and respectful throughout his time at Osmaston, ensuring that although the work had to be done it never disturbed our clients at any time. He checked daily if any clients were coming into the branch so he could adjust his work to accommodate. Gary was a great help to me as I have had a lot of moving around to do in the branch during the last few weeks, including a few large caskets which he would happily help me with, nothing was ever any trouble. I

can't thank him enough for his help and professionalism whilst being at Osmaston and it has been a pleasure meeting him and getting to know him'.

**Donna Conroy** has nominated **Wayne Lambard** 'I have taken a call from a family asking me to pass on special thanks to Wayne. Wayne drove on their loved one's funeral last week, and was extremely nice to a young family member. They said he went through all the functions of the Rolls-Royce and the little boy is still talking about Wayne a week on!'

**Pete Clarson** has nominated **Gary Phipps** 'On Sunday 9th Feb whilst out shopping with his partner, Gary noticed damage to the Arnold branch roof caused by storm Ciara. Having been unable to contact MLR or myself, he changed his plans, went home to get his van and tools and secured the roof so it didn't get any worse before Monday when he returned to fully repair it. Thank you Gary'.

**Matthew Kavanagh** has nominated **Mark Collishaw** 'On a recent funeral with a large congregation, Mark was conducting. Due to the closure of Clifton Bridge the celebrant was late to the crematorium and Mark simply stepped in and took the service for the family (even managing to complete a head count). He was not phased by the large crowd or by not being fully prepared.

And the winner is

**\*\*Gary\*\***





**Congratulations to Tom and Laura on their wedding, which took place on 8th February 2020.**



**Courtney treads the boards and takes a week off to appear in Made in Dagenham.**



**Photographs used with permission - Gavin Mawditt (facebook.com/giftofthegav).**

**Congratulations to Joanna Widdowson on passing the practical Institute of Advanced Motorists examination.**



**Welcome to Kirby Cranshaw**



Kirby started work with us on the 3rd February. After a few weeks training at RHH, she has moved to Wollaton to work as the Wollaton Funeral Director. She has written the following about herself....

‘I moved from Blackpool to attend the University of Lincoln, from which I graduated in 2011 with a First Class Honours Degree in Forensic Science. I joined Lincolnshire Co-op Funeral Services, working through various roles over 8 and a half years. I obtained my Diploma in Funeral Directing in 2017 and was extremely proud to receive the Scales Award.

In my limited spare time, my Mum and I enjoy adventurous holidays which often involve travelling to far-flung places to see my lifelong favourite; Elton John.

It has always been my passion and privilege to work in funerals and provide families with the highest standard of care through their most difficult times. Since joining A.W. Lymn, I have been made to feel most welcome and already love being part of the team. Yes, I am still doing that crazy commute from Lincoln!’

**Congratulations to Tom Beard on passing his practical Registered Qualified Memorial Fixers examination.**





A.W. LYMN

*The Family Funeral Service®*

**Radcliffe-on-Trent**

**Open Day**









# Client comments collected during January 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](http://www.funeralguide.co.uk/funeral-directors) and [www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 76

Good – 9

Satisfactory – 0

## City Flowers

Excellent – 41

Good – 7

Satisfactory – 0

## Arnold

Simplicity & ease. TC/RK

All staff were excellent. EN/RK

Yes – All of it was faultless. RK/RK

## Aspley

*To Laura, you are a great asset to A.W. Lymn. You made a hard experience that bit easier for our family. We will not forget you and wish you all the best for your future.*

*Dear Jackie, Just a few words of thanks for the way A.W. Lymn dealt with Mum's demise. From the 'two Davids' who collected her body, through to the service at Bramcote Crematorium a month later, everything was dealt with in a kind, caring manner. Laura at the Aspley office was so kind and helpful Richard took so much time and care to ensure that the celebration of her life hit just the right note. Finally I would like to thank you for taking the time to phone me and then attend the service, it really did mean a great deal to me.*

## Beeston

Donna was fantastic, & the person who dressed him did a fabulous job. DMC/DMC

## Bingham

Most friendly people. DTL/DTL

Dominic was really great, known him for years. DTL/DTL

Dominic was marvellous from start to finish. He was friendly, caring, sympathetic, and his attention to detail was without fault. He made a very sad time more bearable! DTL/DTL

*Dominic, A sincere thank you from myself and the family for arranging and conducting the funeral. Everything went according to plan, and I am truly grateful.*

## Carlton

Personal attention, empathy & professionalism at every juncture. NMR/RK

All very considerate and helpful. JF/TK

All the staff at the Carlton office were excellent. DM/NMR

*Thank you Mark and Diane for organising my mum's cremation yesterday. We were all delighted with your organisation of the service and your support during the day.*

*Everything went well it was a lovely service, thank you for everything.*

*Thank you for all your help the funeral was lovely.*

*We would like to say thank you regarding the funeral of our much loved Aunt, for ensuring that everything went smoothly from beginning to end and for your help and your kindness making what was a very difficult time for us a little bit easier.*

## Clifton

Very personable and attentive. DD/TLS

Very respectful. JMW/JLR

They made you feel at ease and comfortable. JMW/TK

## Cotmanhay

Attention to smallest detail. MS/MS  
Same director on day who did mum's funeral in 2009. He remembered. MNI/KH

*All the staff at Bennerley House were wonderful. Michelle, Mick and Richard Marshall who conducted the funeral service perfectly. The arrangements, the motor bike and sidecar - he would have loved it! The flowers were faultless.*

*What can we say, but thank you for your professionalism, empathy, patience and care in what has been a long drawn out process.*

*To Michelle, as a family we would like to say thank you for all your help and kindness/ This has helped us get through this really sad time.*

## Derby

The Respect shown to the deceased and to the family. KK/MLR

## Hucknall

Everything was excellent. The



staff were always kind, welcoming, thorough and paid attention to details so the funeral went perfectly. CAB/AA

### **Ilkeston**

Nicola was particularly helpful and supportive. Caring approach. NAA/MS

Everything – so caring, kind – compassionate & understanding. Could not fault anything, Nicola was so lovely, can't thank you enough. NAA/MS

Very professional, courteous and understanding. NAA/KH

How clean the cars where. NAA/RJM

*To Nicki, Mick and the rest of the staff, just a short note to say thank you for you all for helping to make everything with the funeral go smoothly. Everyone was delighted with the whole process and agreed it was the send off he deserved. Your kindness to us all will never be forgotten and the care that you showed to us all.*

*Thank you for all your help with the funeral. It went like clock work. You helped us cope with a very sad time.*

*Dear Nicki and Heather, I wanted to thank you both on behalf of my family for the kindness and caring way in which you supported us through the past few devastating weeks. Nicki, your advice and thoughtfulness with regard to the children and grandchildren and Heather, the sensitive manner in which you guided me and prepared me at the entrance to the chapel and for the sensitive way you managed the highly emotional service throughout. Please pass on my thanks to the team led by Donna who carried out their duties en-route and then afterwards, It helped make a very difficult day into a special day for us.*

### **Littleover**

Very professional but friendly. DB/KH

*To Dan and team, We as a family want to thank you for the care and sensitivity in the planning and conducting of the*

*funeral. It was perfect.*

*Dear Dan, The family would like to take this opportunity to thank you and your staff for the excellent funeral service which you provided yesterday. The 'Order of Service' sheet was both artistic and creative. We were approached by many friends after the service to say how well the overall ceremony was conducted. The general feeling expressed was that he had been given a good 'send off', totally in keeping and appropriate with his wishes. Our appreciation must also go to Rev Peter White for his ministrations and to Zara for the coordination she provided from beginning to end.*

### **Long Eaton**

The way the staff presented themselves and how professional they all were. LJC/LJC

Completely satisfied. TAR/LJC

### **Mansfield**

The compassion & understanding that was shown made you feel at ease under the circumstances. KLH/JWB  
Not too sombre and adaptable to individuals personality. DC/DCC  
All of the staff were lovely. Very compassionate, caring & understanding. Nothing was too much trouble. DC/DCC

### **Mansfield Woodhouse**

Extremely well presented & very professional. SB/JWB

Very kind, considerate & overall exceptionally good for all our needs, my elderly mum especially. SEJ/JWB  
That our family could relax, in the knowledge that everyone at Lymns would make sure everything went as planned! Thank you. SB/SB

How professional they were and no matter what we requested nothing was too much trouble. JWB/JWB

Everything was perfect thanks to all. SEJ/JWB

We weren't rushed when making arrangements & everyone was polite, courteous & helpful. SEJ/AA

*To everyone at The Old Farm, on behalf of myself and my family I would*

*like to say a big thank you. Everything with the cars and the service was spot on and very professional.*

### **Nottingham**

I liked the fact that we ended up with Jonathan from Mansfield Woodhouse on the day since he is familiar with the area. MR/JWB

The removal of the deceased was very professional and respectful. Thank you. Xx MR/JLR

*To Barbara, I can't thank you enough for the time, effort and wonderful work you did at this very difficult time, the order of service were beautiful. We are so grateful to you Barbara*

### **Osmaston Park**

Compassion and respect at every meeting as well as efficiency. MC/KH

### **Radcliffe**

Lindsay at Radcliffe was very easy to deal with she was a comfort, respectful but we also had a little laugh which was important to me, she hit the note just right. LJS/JK

Very professional service. JK/JK

We were made to feel so welcome and that nothing was too much trouble, both Lindsey and Jane were wonderful. LJS/JK

### **Rainworth**

A brilliant service carried out by all. DCC/DCC

*Hi Wendy, Just to let you know that today went without a hitch, even the weather gave us a clear window for the journey to Mansfield. Jonathan said it was cold as the wind blew up his sleeves but he arrived intact. Drew did a great job on the service and even Mum said she'd enjoyed it.*

### **Ruddington**

She was pleasant, respectful, but not overly sombre. We liked her. TLS/DTL

Sensitive and considerate service. CKG/JLR

*Dear Courtney, Hope you are well. Apologies for the delayed email, but*

*it's been quite an emotional weekend. Myself and the rest of my family would like to thank you, Rebecca and Lymns for helping us with the Farewell ceremony. You, Courtney have been so thorough with all the preparations. The order of service and the programme with the photos, just wonderful. Communication between yourself, and Rebecca was also very thorough, and you left no stone unturned. The visual tribute was fabulous . Nicki did a superb job of uploading the photographs and Rebecca pitched the service perfectly. She absorbed all of the personal accounts and delivered a memorable eulogy. Many who came, commented on how lovely the ceremony was. The flowers, also beautiful. She was an incredible lady, who led a fulfilling, selfless, happy life. We were humbled by how many came. The Farewell was what she truly deserved. It was up lifting. She would have been proud. Thank you all again for a professional, caring service at a very difficult time.*

#### **Shirebrook**

Jackie was helpful & sympathetic. JP/AA

#### **Spondon**

Fiona was very conscientious. FH/KH  
Thoroughly professional and personal

service from start to finish. FH/JRC

#### **Stapleford**

Covered everything. TSR/MS  
All good. TSR/JRC

#### **Sutton**

It was dignified, professional but also relaxed. No pressure was applied, The service given gave me a feeling of relief & satisfaction. KLH/AA

#### **West Bridgford**

Environment & opportunity to deal with all aspects of funeral in one place, clean & informative. AMB/TK

#### **Wollaton**

Alan and staff were very friendly & put me at ease. APM/TLS

Just very professional but 'human' so that we would literally talk freely about all the arrangements. Good it doesn't just stop after the funeral. APM/JRC

The service provided by Alan at Wollaton & the Celebrant, Rebecca White – Recommended by Alan. APM/JRC

Attention to detail and smartness of staff, dignity on the day. APM/JRC

Extremely professional. APM/JRC

#### **Stone Masons**

*Hi Ben, I just wanted to say a big*

*thank you, for the speed and efficiency of reproducing the beautiful stone for our family, we can now look upon it again with calmness and peacefulness.*

*To Ben, Sharon and Mary, thank you so much for everything you have done for me.*

*Mary Thank you for completing the work on the headstone for my wife. I went up to Wilford Hill on Saturday to have a look at it and I am really pleased with the result. It is just how I wanted it.*

*Just a little note to thank you for a job so well done, we are so, so pleased with the final result*

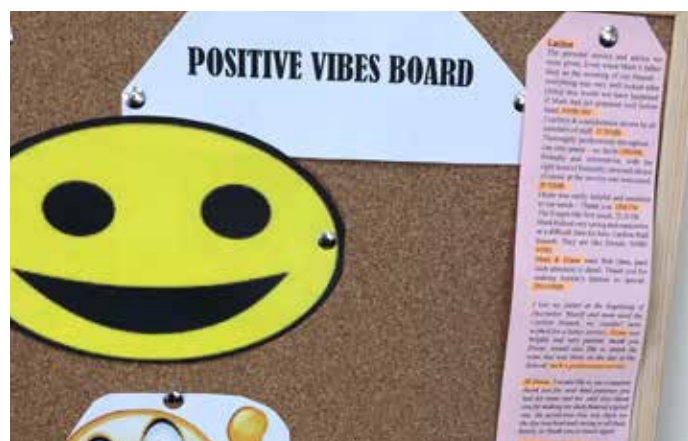
#### **City Flowers**

*Hi Kerry, I just wanted to let you know how very pleased I was with the flowers and veg. They were quite a talking point and so appropriate for my Dad who loved his allotment. I have them in my conservatory so can see them from my kitchen window and they still look beautiful. Thank you, and best wishes,*

#### **Could Do Better**

None

**Diane has created a 'Positive Vibes' board for the general office at Carlton, which includes newsletter comments and Funeral Guide reviews.**



**Kerry's 'allotment' creation, as mentioned above.**



**Following Bob's recent illness, Ben has received this update from his wife.**  
*'Bob is doing OK at the moment, please thank everyone for the card, it cheered him up'.*



# *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 few months:



Dear Mr Lymn-Rose

**nottinghamshire hospice**

## **Donation of £790 to Nottinghamshire Hospice Day Therapy**

Further to your recent letter and enclosed cheque for £790, I am writing on behalf of us all at Nottinghamshire Hospice, and our patients, to thank you for this generous donation. Please accept this letter as an official receipt for your records.

Your support for the particular materials and activities we outlined in our application means that we are able to provide our Day Therapy patients with stimulating, interesting and enjoyable days in our care. Your donations really do help us to continue to provide our free services to people with a life-limiting illness, as well as enabling us to offer support to their families and carers. They make a real and very positive difference.

Once again, thank you for your support and if you could please pass on our gratitude to the trustees of A W Lymn Centenary Foundation we would be very grateful.

## **Arran's Guinness World Record Attempt**



Arran popped into our Beeston funeral home to show his certificate from Guinness World Records for 'most brands advertised on a single sportswear item' and also his sponsorship top which includes our logo. He is competing in this year's London Marathon wearing the top to raise funds for the National Autistic Society.

**Trustees:** Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.  
**Registered Charity Number:** 1124161

*"Our family serving your family since 1907"*

[www.lymn.co.uk](http://www.lymn.co.uk)

# *The* **A.W. LYMN** *Centenary Foundation*

We would like to thank you very much indeed for your generosity in providing a prize for this year's Radcliffe Carnival Raffle. The raffle was a great success and we sold £1600 worth of tickets, with the purchasers being encouraged to buy them owing to the number and variety of prizes on offer!

At the Carnival "divvy up meeting" it was decided to keep £800 for the Carnival Working Group's needs for next year's Carnival and the remaining £800 was given to us as the raffle organisers. However, as we (the Radcliffe Branch of the Labour Party) are pretty obviously a political organisation, we decided that it wouldn't be right for us to keep the money ourselves, so we decided to donate it to local good causes. We decided on two such causes: "Young Radcliffe" who do very good work for the youngsters in the village and every year put on a very popular and successful music festival, "RadFest". The "First Responders" who provide medical cover for a number of village events, including last year's Carnival and who we found to be very helpful and very professional throughout the whole day.

So, we hope you are happy with our chosen recipients and take some satisfaction in knowing that your prize has helped next year's Carnival, RadFest and the First Responders.

Thank you again for your kindness and generosity,



A massive thank you for your kind donation. The photographs shows some of the new toys which were given out to targeted families. You have made Christmas day happier for a lot of children. Thank you for your kindness and generosity.



## **The Parish Church of St. Mary's, Arnold**

Dear Sirs

I acknowledge receipt of your cheque for £750 which is much appreciated.

The work on the church tower is planned to start in March.



## Stonebridge City Farm

Following last year's urgent appeal for donations to keep St Ann's based Stonebridge City Farm operating, we have donated £10,000.00 to help with the farms costs for this year.

Nigel Lymn Rose, trustee comments 'When the news broke last year that the farm needed urgent funding, we decided that we would like to help. However it soon became apparent that enough money had been raised. Along with the four other foundation trustees, we felt it would be better to pledge a significant amount of money for 2020 to try and offer some financial security and kick-start the new year for them. The ethos of the foundation is to give back to individuals, groups and communities within the trading area of the company and so the Farm, which provides an oasis within the city as well as a sanctuary for its volunteers is a perfect fit'.

Peter Armitage from Stonebridge City Farm adds 'This donation is a tremendous way to start 2020. It has given us a great boost. Community based charities like Stonebridge City Farm rely on the support from organisations such as the Centenary Foundation and we are very grateful for their recognition. This will help us with our plans to develop and extend our work within the local community. Thank you.'



*Nigel Lymn Rose ( Trustee), Jackie Lymn Rose (Trustee), John Hayes (Trustee), Peter Armitage (Stonebridge City Farm General Manager), Anna Burrows (Trustee) and Chloe Lymn Rose (Secretary).*



Nigel was pleased to be able to help two Nottingham students, who, by chance were filming and interviewing people about the farm on the day of the cheque presentation.

# Remembrance Day window competition 2019

Last November's Remembrance Window competition was externally judged by Tony Higton, founder of the Nottingham and Nottinghamshire Victoria Cross Committee. After considering all 17 entries, Tony chose the Clifton Branch display as the winning entry.

The window was largely based on a Naval theme this time and included a Royal Marine no 2 dress uniform, together with photographs, first World War service medals, shell fuses recovered from the battlefield, a shell case for a 155mm gun, Royal Naval headdress, a King's Royal Rifle Corps 1917 Bugle and a Korean War Commemorative Plaque. The memorabilia was provided by both Lawrence Barber, Secretary of the Royal Naval Association Club and Steven Eustace, Civil Celebrant, who has a particular knowledge and interest in militia.



Lawrence attended the branch with Stuart Barrett, Chairman of the British Legion's Clifton branch, to be presented with a cheque for £100 each by Joanna Widdowson from our Clifton office.



An individual funeral at Rainworth. If you look closely, you'll see the Tardis coffin in the hearse.

Drew Baxter, civil celebrant was the perfect choice for this family, with lots of people asking how long he'd known the deceased, having never actually met him.

Drew is a huge Dr Who and Star trek fan, which was ideal for this family, given their choice of coffin!

## Lorry funeral and new livery



## Advert from the Mansfield Chad January 1984

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Mike Chamberlain B.I.F.D. M.B.I.E.  
Manager