

NAFD Diploma Success



Congratulations to (top row from left) David Clarke, Gary Cook and Joanna Widdowson on passing with distinction the National Association of Funeral Directors Diploma in Funeral Directing.

Congratulations to (bottom row from left) Andrew Brown, Olivia Cotterill Wilson and Laura Fletcher on passing the Diploma in Funeral Arranging and Administration. Laura passed with Distinction.

Congratulations too to their tutor, Dominic Lister!



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Vintage Lorry - MXV 610

We have purchased 'Vintage Lorry Funerals' from David Hall. Included in the sale was a Leyland Beaver vintage lorry, with a 31 mph top speed!

The lorry has been used by various A. W. Lymn offices over the years, and will hopefully become a popular choice with our clients. It is worth noting that as well as appealing to lorry drivers or lovers of all things vintage, the deck can be adapted to accommodate themes which reflect interests or hobbies. A few which have been used in the past include football teams, farm equipment, and even a mini piano. It is worth having a look at the website for inspiration - www.vintagelorryfunerals.co.uk

The hope is that we will be able to use the Beaver as a hearse for our clients, have it available for trade hires, use as a flower hearse or to create interest at events and shows.

The lorry, along with all the spare parts, frames for floral tributes and other

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items, was delivered on Friday 4th October and David spent a considerable amount of time with Matthew, Luke, Nev and Josh, training them on driving, maintaining and using the lorry on funerals.

David comments 'I reached agreement with Matthew not solely based on price, it was as important for me that A. W. Lymn would continue to operate the Leyland Beaver in the same manner that I have done. With two carpenters they will continue to offer to build themes depicting the deceased's occupation or interests and with their enhanced skill set they should take this aspect of the service to the next level. Having met with the staff I couldn't have found a more appropriate company to leave the Beaver with'.

We wish David a long and happy retirement.



Megan has a go in the driving seat!



Mark and Joyce circa 2013



The Beaver next to our London Routemaster.



Jane has used the lorry twice for the same family. She is pictured here at Bramcote Crematorium circa 2014.

We are delighted that Matthew has become a finalist in Next Generation Family Business Leader at the Midlands Family Business Awards. The winner will be announced in November.

A. W. Lymn can be voted for by the public as 'People's Choice' www.familybusinessawards.co.uk/news/news2019___peoples_choice and clicking 'vote now'!



Flintham and Southwell Ploughing Matches

from **Emma Percival**

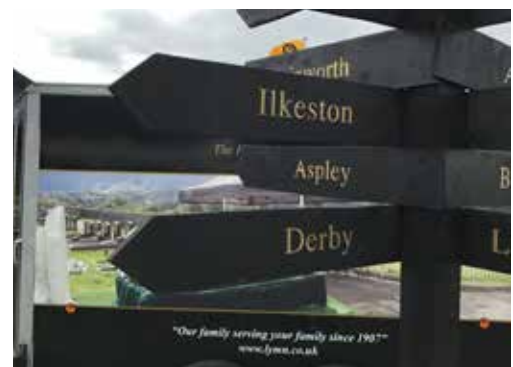


Baby Loss Awareness week

from **Emma Percival**

We were pleased to support both SANDS and Forever Stars with Baby Loss Awareness Week 2019. All the Nottinghamshire funeral home windows (which would accommodate them) displayed 15 photographs 'I am the face of baby loss awareness' and all but two premises displayed pink and blue lights.

A small group also supported Forever Stars at their annual dinner.



Dominic and I spent a few rainy days at The Flintham Ploughing Match and Southwell Show.

A.W. LYMN

Civil Celebrants

We are pleased to announce that Richard Marshall has trained and is now qualified as a Civil Funeral Celebrant. He has been easing himself into the role whilst still carrying out funeral duties and overseeing the West Area but is looking to increase the number of services.



As a trained celebrant his services are chargeable to clients, and his cost should be included on estimates and invoiced as normal. There should be an emailed confirmation sent to him, as you would with any other officiant using the template that copies Anne in.

If you need any further information then please contact Richard via the Beeston office, on his mobile 07534 142680 or via email richard.marshall@lymn.co.uk . He will be happy to talk you about his role and what he can do for the families you look after.

St Paul's Breakfast Club

from **Lynne Faulkner** (on behalf of St Paul's PPC)

On behalf of the members and friends at St Paul's Church Carlton, I'd like to express a huge thank you to the A W Lymn Centenary Foundation for your kind donation of £800 over the last three years that has allowed us to make our annual Breakfast Club even better!

We started the club four years ago when a need was identified where children, who would otherwise have free school meals during term time, often went without meals during the holidays. Rev. Wendy Murphy and her husband Pete decided to address this by providing a breakfast (cooked on Friday) and packed lunch three times a week over the summer holidays for any

child who needed one. Since then, we also provide games and craft activities for the children whilst they are with us. This year we added a 'uniform exchange' into the mix where families can donate uniform that their children have outgrown and exchange it for something that fits...all for free!

The response has been amazing. This past summer saw us serve over 2000 breakfasts.

One of our mums said: 'It's been a God send! Such a lovely thing to do in the summer holiday. It's been a pleasure coming and would speak very highly of it too. Thank you!'



Thank you, Nigel, for your support over the last three years which has allowed us to continue to offer this crucial support to the community of Carlton and further afield.

PS. Sorry to Mark R. and the crew at Carlton who have had to put up with the smell of bacon cooking across the road all summer!



Nikki Anderson successfully passed the practical element of the Diploma in Funeral Arranging and Administration whilst Alan Matthews passed the written element .

Four Seasons



Catherine and Emma joined Anne-Marie in a 'pop up' shop in Mansfield's Four Seasons Shopping Centre.

Welcome

to **Jennifer Warnes**



Jennifer has started work at Mansfield Woodhouse as a casual driver bearer.

25 years of Albert Oliver and Son, Bingham and District, G Harrod and Son and Radcliffe and District

The first week in October marked 25 years since Nigel, with the help of his then PA Jackie Etches negotiated the purchase of four funeral homes from Jason Beeson. The staff at the time included Gerald Harrod, David Hills, Alan Ogden, Lynne Payne and Colin Robertson.



Albert Oliver and Son from the air in the late 90's.



A pencil drawing of Bingham and District commissioned by Jason,



An advert from St Paul's magazine from August 1988.



Advert for Radcliffe and District, date unknown.

Radcliffe and District

from **Pete Clarson**



Extensive refurbishment work has started at Radcliffe on Trent. Jane and Lindsey have set up a temporary office in the house whilst the work takes place.



Pete J has updated the windows at Shirebrook and Sutton with grass matting



Note from Nigel

There must be something about the first week in October as there is a recurring theme of purchasing businesses:

1982	Dick Webb Funeral Service Long Eaton
1987	E Latham – Hucknall
1994	Jason Beeson's Funeral Homes <i>Albert Oliver and Son</i> <i>Bingham and District</i> <i>G Harrod and Son</i> <i>Radcliffe and District</i>
2003	Ilkeston Co-op <i>Cotmanhay</i> <i>Ilkeston</i> <i>Long Eaton</i> <i>Spondon</i> <i>Stapleford</i> <i>Wollaton</i>
2018	J W Hutchinson - Rainworth
2019	Vintage Lorry Funerals



The Family Funeral Service

Client comments collected during September 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 – 64

Good – 10

Satisfactory – 1

City Flowers

Excellent – 43

Good – 4

Satisfactory - 2

Arnold

The professionalism & empathy – excellent, Russell – was amazing throughout. RK/RK
Highest dignity and respect of wishes from start to finish. EN/RK

Aspley

Balance was perfect – respectful, precision, convivial, friendly – took very good care of mum as well as us. Simply outstanding – Thank you. LEF/NLR

Beeston

To Donna and Crew, Many thanks. It was more than we expected, graceful and ran like clockwork.

Bingham

Personal service. I felt supported throughout the process. Availability of disabled car & wheelchair was very helpful. DTL/NMR

Dominic was excellent and very supportive and compassionate. Jane Jackson was our celebrant – she was excellent in delivering our service. DTL/DTL

The printed catalogue is superb. Highly comprehensive & beautifully clear. Dominic & his staff were efficient, effective & charming in every respect. DTL/DTL

Just wanted to say a huge thank you to all staff involved in the funeral of my brother. The guys today were very professional and the cars were stunning. Please pass on our sincere thanks to all involved.

Dominic, I just wanted to thank you and all the drivers for your kindness, professionalism and care with all of us yesterday and all our visits with you over the past two weeks. It was a wonderful tribute to his life and the whole day felt so special even under in such sadness. We returned home last night comforted by how the day had gone and the fitting and dignified tribute of the funeral and also the beautiful cars!

Bulwell

Reassuring call the night before funeral. DD/RJM

Richard Marshall was very professional in how he conducted the service. RJM/RJM
They made it seem personal. RJM/RJM

Carlton

Kind, gentle and supportive. Went out of way to source a particular piece of music. NMR/NMR

Joyce/Mark, I just wanted to say a massive thank you to you both and your colleagues at Lymns for all your assistance and support re my dads funeral. He would have been so proud.

Clifton

My husband liked Frank Sinatra and when ready for viewing Joanna played Frank to keep him company. JMW/TK
Joanna was very sympathetic and understanding and an ideal person for difficult circumstances. JMW/TK

Thank you so much for everything you have been amazing. We can never thank you enough.

Joanna, Thank you for a completely perfect send off for my wife. You did your job with compassion, professionalism above and beyond what we expected. You made her passing as bearable as possible in our hour of need. Matthew [Lymn Rose] and his team made our hardest day that little bit more manageable, and my family and I will be forever grateful.

Hello to all. I just wanted to write a little thank you to you for the beautiful service and compassionate way you looked after my precious and beautiful Mum. The funeral was the hardest day of my life. The service seems a blur at the moment but from what I do remember and from the reaction of so many, they were amazed by the Lady speaking, the whole process, from allowing us to drive along her childhood street and to pass her home from then, to the delicate handling of her in to the chapel. On the way back to the wake, the driver I believe is the MD and he was so professional

and courteous and because of you all, our horrendous day went smooth and harmoniously for her. This makes such a huge difference at these times, as you did for my sister in December 2008. Thank you again for showing the world that my Mum was a Lady and allowing us the farewell we needed.

Cotmanhay

Very helpful throughout. MNI/RJM

Derby

The general manner and kindness. DMT/DMT

Special thank you to Julia and Kev, Just want to say thank you for your help and kindness in all the arrangements you made for my husband. It has been a great comfort to our family.

Ilkeston

Nicky and Michelle – very professional. Mr Stephen Wakeling delivered an excellent service. NAA/KH

Littleover

To Dan and all the staff at Lymn's Littleover. Thank you for your help and support, we couldn't have asked for a better service.

Long Eaton

Locality. TAR/RJM
Personal attention. LJC/LJC

Mansfield

Very efficient & polite. DC/DC

Mansfield Woodhouse

Very professional, and understanding. JWB/JWB
Funeral director giving deceased wife a flower from his wreath. DCC/DCC

Nottingham

The continual feeling we had that all was in competent, caring hands. The excellent celebrant. JLR/NMR
Megan was brilliant. MR/JK
The care, compassion and professional attitude throughout was outstanding – could not have wished for better! MR/TK

Recognition of prior experience in 2016 – given a warm reception as 'returning customer' the familiarity was appreciated. MJC/RK
Their patience and willingness to help. JLR/JLR
Personal service. JLR/JLR
Excellent service from start to finish; where jade was allowed on the carriage & horses, bowed to me in respect, Amazing. MJC/MJC

Osmaston Park

Mark Chapman – outstanding, professional, empathetic, compassionate, supportive, highly impressed. MC/MC
Excellent. Mark Chapman always the same to my family, helpful, thoughtful, I feel I have a new friend. MLR/MC

Radcliffe on Trent

Jane at the Radcliffe directors was very caring and understanding. She was easy to talk to and looked after me and my son very well. JK/JK

Dear Jane, I just want to thank you so much for all your help with the arrangements for my father's funeral. I really appreciated all your kindness, support and particularly your advice. When my brother and I had our initial meeting with your to discuss the arrangements I was in shock and I was very distressed but your calm, kind nature helped me to deal with everything my brother and I had to face. I really didn't think it would be possible to have a service or a burial at St Edmund's Church, Holme Pierrepont but you were able to make the appropriate enquiries and make it all happen, and for that I am truly grateful. The arrangements that you and your team put in place for the day were faultless. Even the committal, which I had been dreading, was done with such dignity and grace you were there gently guiding the proceeding in such a lovely way. So a very big thank you Jane - you were brilliant. With love and best wishes.

Rainworth

How kind, considerate &

compassionate David was & always very professional. DCC/DCC

Ruddington

Friendly & helpful. GLC/TLS
Once the initial chat was over the funeral director just sorted everything, very little for me to do other than tell people where/when to turn up. GLC/TLS

Shirebrook

Andy was absolutely brilliant, made the day easier to cope with. JP/AA
Jackie was fantastic, very caring and thoughtful and gave excellent advice – Andy and his team on the day were first class. JP/AA

Spondon

Very approachable and helpful, giving excellent service at this very sad time. FH/JLR
Fiona's personable manner. FH/KH

Stapleford

Personal attention by Tracy at Stapleford office. JK/JK
Excellent in every way, from start to finish a superb job, Thank you all. Professional, courteous, smart, clean, totally superb. (You're the best, well done). TSR/TK
Tracey was very helpful and made a sad time special, Richard was very good on the day, Deborah Wharton was excellent also. TSR/RJM
Very friendly staff felt at ease. Made you feel you're the only one that matters. TSR/MLR
Personal service with one member of staff who dealt with all queries and requests. TSR/MS
Start to finish 1st class. TSR/TK
Tracey & Tina were just amazing. Nothing was too much trouble, very professional. TSR/RJM

Sutton

Karen Horton arranged mums funeral plan & final details – looked after us really well in all aspects. Felt really comfortable with her – she is a credit to your company. She did a fab job making mum presentable when we came to see her in chapel of rest, mum looked beautiful. Also, I

think it was Andy who led the funeral on the day – he was lovely too. KLH/AA

West Bridgford

Straight forward discussion. AMB/RK

Personal contact very helpful and efficient. WB office could do with A/C.AMB/SJD

Efficient service – everything was thought of. AMB/NLR

Personal service by Sarah Derbyshire excellent – professional & caring. SJD/SJD

Attention to detail – funeral director on the day, appearance of hearse (including flowers), aftercare at Crematorium. Also courteous & respectful nature of all staff involved & in dealing with the enquiries quickly & effectively. AMB/JRC

Many thanks for the excellent way you organised the day. Everything clicked into place and went off extremely well and the family were able to remember.

Wollaton

Pleasant & efficient, ‘personal’ service. APM/RJM

Very professional. APM/DMC

Dear Julia, THANK YOU. It was fantastic to be able to see you again and to know that you would be in charge of my Aunt’s funeral, which was perfect. It’s unlikely that I will have to arrange another funeral but I will never hesitate recommending Lymns to all of my Nottingham contacts. I cannot praise you highly enough.

Alan, Thank you for all of the help and uplifting support over the last couple of weeks. Good luck earning your hat!

To Julia, Alan and all involved, Thank you for the help and support you have given us. The thought and sympathetic understanding you gave to prepare the funeral and the lovely order of service card was truly appreciated. You helped us cope during a very difficult time. You are a credit to Lymns.

The family would like to thank you so much Alan for organising the funeral. You and your colleagues did a wonderful job and it was much appreciated.

To Alan, Thank you so much for helping us to plan our funeral. At such a difficult time you were so kind and patient with us. Nothing was too much trouble. We really appreciated it, thank you.

To all the lovely staff at Lymn’s Wollaton office. Thank you all so much for the care and attention you have shown my dad and the professional and respectful funeral you gave him. He was a fantastic man that deserved a loving farewell and you delivered, and it is not forgotten. Thank you so much.

Dear Alan and Rebecca, I wanted to thank you both for the superb service for Aunty yesterday. The service would have been exactly what she wanted, the willow coffin and spray looked beautiful, and Rebecca delivered the service with incredible warmth and respect. It all came together so well! Your support and professionalism have been very much appreciated.

Julia, Nicola, Alan and Jane, Many thanks to you all for listening organizing and helping me through the bereavement process for my son. Everything went as I wanted on the day of the funeral and after care. A special Thank you to Ben (stone mason). The inscription is perfect as was the complete stone. My very best wishes to you all.

The Craftsmen in Stone

Dear Mary, I would like to thank you most sincerely for all the help and patience you have shown throughout this process and say just how much that has meant and has eased the process for me. As to your kindness in sending the photograph (as I am doing this somewhat remotely!!) it has been the icing on the cake! I am amazed by the final result and can’t wait to travel to Nottingham to see for

myself. What skill and expertise! What a sense of satisfaction your masons’ must have after producing this kind of craftsmanship. Please do thank them for me and let them know how much it is appreciated. The thoughtfulness in placing flowers in the holder too, all speaks of true professionalism, for which of course you are renowned. I cannot speak highly enough of the service I have received from you all since my first telephone call. You make a big difference within a difficult subject area.

I have recently had my sons headstone put up. Me and my mum would like to thank the team especially Mary and Sharon with all the advice and support they have given throughout. Lymns have been brilliant and the headstone has turned out just what I wanted for my little boy.

Dear Sharon. On behalf of the family. I would to take this opportunity say to how pleased we all are with the standard of work carried out on the headstone. Please pass on our thanks to the team.

Many thanks to you both for your help over the past months in finalising the cover slabs for my mother, father and grandparents at Wilford Hill.

Hi Ben Thank you so much. The work you have done is excellent - thank you for what you have done

Dear Mary, Thank you for letting me know my husbands stone has been repainted in white. I received your letter today, and happened to have my son, daughter and daughter-in-law visiting. We all went to have a look at it, and agreed that it looks lovely. Thank you for the flowers too.

Could Do Better.

Mix up over hymn choice and availability of version.

Wasn’t expecting flowers on top of car, was a little worried there wouldn’t be any left.

Best Practice of the Month

Congratulations to Julia Carty who has won this month's Best Practice award.

She was nominated by Matthew Lynn Rose and Kevin Hall.



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



Also nominated this month are...

Julia nominated by **Kevin Hall**

'Over the last few weeks Derby has had a very busy period. I was on my own with two repatriations and various other challenges as well as trying to keep tabs as a senior. Jules has helped out tremendously with no

questions asked, just getting stuck in'.

Julia nominated by **Louise Cook**

'I have been ill with a chest infection and really busy at work, Julia has come over twice to help me without me having to ask her she's a proper team player'

Sally Sharp nominated by

Emma Percival 'for her excellent scarecrow creations for the window at Ollerton'.



Olivia Cotterill Wilson

nominated by **Emma Percival**

'Olivia has photographed a number of urns and has then added them to the Urn sale page on our company Facebook site'.

Fiona Hall at Spondon nominated

by **Dan Barnes** 'Fiona is always willing to help out when I have a computer question or require assistance. She even came over after close to help wash and dress a deceased with me'.

Fiona Hall nominated by **Pete**

Clarson 'Please can I nominate Fiona? She agreed to compile a list of 450 local secondary schools and colleges for me to write to and advertise the company's training programme. Fiona must have spent hours getting all the contact details together and creating a spreadsheet of the addresses'.

Lindsey Singleton nominated by **Jane Keetley** 'I would like to nominate Lindsey. On moving to our temporary office yesterday, Lindsey stepped up to the mark and without being asked spent the whole day cleaning and helping with carrying the equipment into the house. This allowed me to managed the office. A very big thank you to the two Pete's'.

Lindsey Singleton nominated

by **Pete Clarson** Please can I nominate Lindsay who without warning and in full uniform spent a whole day cleaning and setting up the temporary Radcliffe Office in the house. I wasn't expecting Lindsay to be available to help but without her rolling her sleeves up and getting stuck in we wouldn't have got finished in the day.

Pete Jeffery nominated by

Kim Nichols 'A Client ordered a sundial and delivery should have been on a Thursday, however the client mentioned it would have been his wife's birthday on the Saturday. I thought it would be nice if we could delivery early. Pete straight away said he would deliver the sundial on the Saturday, which meant a lot for the family'.

Joe Parson nominated by **Louise**

Revell 'Joe was pleased to help Jackie stay presentable whilst on a funeral'.

