

Hearse Number Seven

from **Matthew Lynn Rose**

When the Rolls-Royce Silver Mist fleet began to get a little long in the tooth, we decided to look for a suitable replacement, and as such spoke to all well-known coachbuilders about what they had in their own product lines, and what they could potentially do as a bespoke piece of work for A.W.Lymn. Unfortunately, we were pretty disappointed in what was on offer, but in November 2012, a chance meeting between Nigel and I, and Biemme Special Cars at the Paris Funeral Exhibition gave us new hope.

Biemme had built a one off Rolls-Royce Phantom VII hearse for a funeral company in Northern Italy, hand crafted in aluminium, (and finished in Silver), this was a working, driving example of what we had wished for. No limousines had been built, or planned, but the hearse was very real so Nigel and I booked the next available flight to Italy to go and see the car. When we arrived, we were very impressed, so much so that an order for six was placed, an order that the Italians thought (I am sure) would never be completed.

The first car was delivered, and very quickly stripped of all of its trim, many of its body panels and doors, to reveal the aluminium skeleton. The car was then cut in front of the rear axle and bulkhead, stretched 1m on a jig, and re-joined. The chassis then went to another factory where one man, Vittorio, worked alone for hours on end to hand craft the beautiful body and attach it to a new, larger, skeleton that would accommodate the coffin compartment.

The vehicle then returned to the main factory for painting, mechanical work, electrics and trim, before three visits by Rolls-Royce Milan to update the software and check the operating systems. The first car took nearly a year, and although the latest car, number six, was a little quicker, the process has certainly become more streamlined. The design has changed very slightly over the production run, and each car is slightly better than the last.

Sir Henry Royce was well known for his quotes, one of his most famous is "Strive for perfection in everything you do. Take the best that exists and make it better. If it doesn't exist, create it". I like to think that we have done just that, looking for the perfect vehicle to carry out our sombre duty, and somehow improving on the Rolls-Royce car to build something that is unique to us.

Hearse number seven is due in December 2019, and it remains to be seen if number eight will be next, or if indeed that might have to wait for a Phantom VIII.



Hearse number six during production.



A completed hearse six with the what will be hearse number seven.

Staff Newsletter

In this issue



Kerry and her team create some interesting floral tributes, including this scuba mask.

More on page 7



Brian Miles retires after serving our family company for over 23 years.

During this time he has risen through the ranks from Driver, to Conductor at Radcliffe on Trent, Funeral Director and most recently Senior Funeral Director.

More on page 8

The Needs of the Dying and Bereaved Families

from Jackie Lynn Rose

For many years we have delivered presentations, on request, to care homes, nursing homes, residential homes, church groups etc. to explain the role of the funeral director, raise the awareness of A W Lymn The Family Funeral Service and foster a good relationship with local communities.

At the end of 2015 we decided a more pro-active approach was needed and so, when we distributed the Christmas and New Year opening hours brochures to the 300 + care homes in our trading area, we included a personal letter, explaining that we were launching a free service to present to staff to care homes etc. and included a reply slip and a Freepost envelope. The presentation is to outline the procedure that follows from the moment we are informed of the death of a resident until the funeral takes place. The aim of this is to dispel myths about death and advise of custom, practice and faith issues thus giving care home staff confidence to answer questions raised by residents and by family in anticipation of death occurring.

The response received, from the letter was very good and I have continued the programme year on year. The presentation is entitled "The Needs of the Dying and Bereaved Families" and takes place on site at each care home and lasts about one hour plus question time. I take handouts with me including Funeral Wishes flyers, the new First Steps Following a Death flow chart and A W Lymn pens

all of which are readily accepted. I also have Services Brochures with me (normally spare ones from the previous year) to show pictures of vehicles, coffins and other products. I always include a "guess the price of a coffin" of the Westminster and of the Promethean which adds both humour and surprise and is a great opportunity to explain pricing and disbursements and to spread the message that the "best" funeral is the funeral that reflects the needs and means of both the individual and the family needs and does not have to be the most costly.

So far this year I have given 10 presentations and have a further eight booked for the next few weeks. All attendees receive a personalised Certificate of Attendance which is beneficial for CPD or NVQ purpose and a feedback form which helps me to gauge if content and duration is appropriate and, most importantly, if each attendee considers they have benefitted from the session and broadened their knowledge on the subject. Feedback has been very positive.

If anyone is approached by a home in their area, for such guidance, please pass the contact name and number on to me.

The wide range of establishments I have visited, without exception, are managed and staffed by people that really care for the residents and I have been able to demonstrate that the care, dignity and respect afforded in life are continued in death.

Brass Band news

from Colum J. O'Shea

Firstly Blidworth Welfare Band competed in the Midlands Regional Brass Band Contest and were awarded 5th place. Equalling their highest ever placing.

I competed in the Yorkshire Regional

Newstead Abby

from Wayne Lambord



Wayne managed to get this photograph during the February heatwave.

Billboards

from Emma Percival



Rainworth

from Pete Clarson



The refurbishment at Rainworth is well underway!

Championships the week before with Grimethorpe Colliery Band (as seen in the film Brassed Off). We came second and so qualify for the National Finals to be held in October in the Royal Albert Hall London.



The Family Funeral Service

Client comments collected during February 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 EC/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.funeralzone.co.uk/funeral- directors and](https://www.funeralzone.co.uk/funeral-directors-and) [https://www.facebook.com/pg/awlymn/ reviews/](https://www.facebook.com/pg/awlymn/reviews/)

Drivers

Excellent – 106

Good – 10

Satisfactory – 1

City Flowers

Excellent – 63

Good – 7

Satisfactory - 1

Arnold

It felt like a family in our treatment at the branch. JF/RK

We were always made to feel comfortable and at ease at all times, before, during and after the funeral. EC/RK

It was all done so lovely. Rachel would have been so proud, the coffin & flowers so beautiful. Speaker very good. RK/RK

The fact you put a nail in the end of the coffin to put a plaque on – a really nice touch. EC/AA

Very helpful explaining everything to us, also contacted coroner's office on our behalf. EC/RK

It was all done very professionally but with compassion as you would expect. EC/JLR

That he was driving us on the day of the funeral. Thank you for providing a very good service at a difficult time. RK/RK

Very caring, kind, considerate, nothing was too much trouble. Beryl & Ellie were brilliant at all times. EC/NLR

Ellie was very helpful and caring she did everything she could to help me and my sister. EC/RK

The time and care taken at each part of the process, also, being able to talk to the celebrant at Lymns. EC/RK

Very professional, completed to high standard, friendly but caring attitude, and very polite. EC/RK

The respect shown to the deceased and those who attended the service. EC/RJM

Dignity & respect shown throughout the funeral. RK/RK

Personal service- delivering wishes. EC/NLR

Ellie was brilliant and always very helpful. EC/RK

Aspley

Keeping the family up to date with every aspect. Communication was fantastic. Felt our family was a priority to Laura © LF/TK

Words cannot express how pleased we were with all the funeral arrangements for our beloved dad. Your services, staff and all were very

professional and kind.

Beeston

Very personal contact throughout. Walking in front of funeral car was very impressive and appreciated. TAR/DMC

They made a very difficult day bearable; for our family. TAR/NLR

Bingham

Calm & dignified. DTL/DTL Did as we asked, Perfect. DTL/DTL Handled everything perfectly. DTL/DTL

Great service. DTL/DTL

Very knowledgeable, provided all aspects of arrangements from flowers to press notices. DTL/DTL

Bulwell

They made us feel very comfortable at this sad time, made things easier for us. CM/JRC

Loved the horses they put a lovely touch to the day. They looked amazing so glad we had them. TC/RJM

Hello Tina, Would just like to say, thank you so much for all your kindness and help, in making my late husbands funeral a really special time for family and friends. Everything was absolutely perfect. Thank you too for your wonderful support towards myself and all you did to make me feel so comfortable. Words really cannot convey how much this was appreciated.

Carlton

Personal representation by company, at all time available. JF/NMR

All directors were very friendly, we had Joyce. She was very helpful. JF/TK

Very personal attentive approach. Unobtrusive smooth team work by all concerned. RK/NMR

Dear Mark, I hope you are well. Before our paths cross again I would once more like to thank you, and everyone at A. W. Lymn for the outstanding professionalism shown throughout your handling of my

beloved son's funeral arrangements. My sincere thanks Mark, also to Joyce and Lesley for your tender and loving care of my beloved son whilst in your tender care and safe keeping. Everything was perfect from start to finish, so comforting and uplifting at such a tragic and sad time.

Hi Lesley, Just wanted to let you know that yesterday went very well particularly the order of service we had so many great comments all the Lymns staff were very efficient. Dad had a great send off thanks to all involved .

The funeral director, Joyce, Lesley and all the staff. Thank you so very much for all that you did regarding the funeral arrangements. From the initial phone call and throughout. Words can not express our gratitude. Thank you for enabling us to mark his left, his death and his transition with inestimable dignity and worth. We will remember the day as being very special for a long time to come.

To everyone at Lymns especially Mark and Lesley. Thank you for making a sad and difficult situation more bearable. We felt that nothing was too much trouble and appreciate your kindness.

To all the staff at Lymns, Thank you so much for looking after us, we will never forget the amazing service you provide.

Clifton

Their care and kindness. JMW/MLR Attention to detail, prompt and personal attention and contact before funeral. JMW/BM

We would like to thank A W Lymn for all the help, support and a wonderful funeral service for our mother.

I would like to take this opportunity to thank everyone at Lymns for their excellent work regarding my fathers funeral, on behalf of all of my family, we all would like to say how very professional and helpful everyone

at Lymns have been in this very sad time for my family, I wish you all a prosperous 2019 and hopefully your business goes from strength to strength.

Cotmanhay

Professionalism, respect, work completed behind the scenes – reducing family stress. Very accommodating. MS/MS Personal service & excellent advice. MS/MS

Nothing was too much trouble, they was absolutely brilliant. MS/MS

Derby

Dan Barnes has been so helpful and made all of this so much easier to cope with. Thank you. DB/KH

Hucknall

Professional service and polite manner – very smartly dressed. CM/??

Dearest Catherine, The words I can find are totally inadequate to thank you for all you have done over the recent years. I know it is always a sad time when we dial your number but we will be looked after with such love and compassion throughout. You are a truly remarkable lady. Please also pass on my thanks to all the members of your team

Caroline and everyone, A huge thank you for looking after my husband, you have all been amazing. The service and everything was so beautiful, he would have loved it. You all have been brill.

Would just like to say a big thank you for everything you did for us at dad's funeral. You made it a whole lot better than we thought it would be and made us all feel welcome from the first step through the door.

Ilkeston

Made personal to our family. SF/SF Val the celebrant was very good, clear voice, kind and organise. SF/SF Very friendly staff who made us feel at ease. MS/MS

Littleover

We had excellent service from start to finish. Thank you for your care and understanding. AB/AB

Spoken to as a human being and not pressured into buying more services that I could not afford. AB/AB Very efficient and caring. My father's wishes carried out to perfection. AB/AB

Long Eaton

They were very respectful and helpful without pushing for extras. LJC/LJC Seemed more personal. LJC/LJC

Lesley is wonderful, she was professional but friendly and took the time to talk about John rather than being clinical.. Louise was also very good on the day. LDE/LJC

Friendly, makes you feel at ease. LJC/KH

Lesley Eaton went truly above & beyond what we expected; to make a truly hard situation that little more bearable. LDE/LJC

Very friendly, understanding and helpful. Lesley Eaton is wonderful. LDE/LJC

Mansfield

Staff were able to answer any enquiries we had as a family. DC/DC Advice, friendliness, compassion. DC/DC

Mansfield Woodhouse

From start to finish, the funeral & arrangements were conducted in a professional & respectful way. Thank you. SEJ/JWB

Contact with Jonathan, very professional. JWB/JWB

Nothing was too much trouble. I was really happy with the presentation of my Dad. He looked very peaceful. SEJ/JWB

The staff were very helpful. JWB/JWB

Everything – A really brilliant team – wouldn't have any other – great thanks to Jonathan, Andy, Elaine & Stacey, also a huge thanks to those that prepared & dressed Paul JR.

JWB/AA

All satisfactory. SB/JWB

Courteous; supportive; friendly without being familiar. A "correct compassion" JWB/JWB

Nottingham

Very friendly and helpful at a difficult time for the family. TK/TK
Everyone was so helpful but especially Barbara was brilliant in communicating and following our requirements. DD/NLR

Ollerton

Speed and efficiency organising, given tight timescale. CJO/CJO
Friendly & efficient. CJO/CJO

Osmaston

Mark Chapman was fantastic from the day we went into the premises, nothing was too much trouble. MC/MC

Radcliffe

Friendly staff very helpful and knowledgeable. JK/JK
All excellent. DTL/DTL
Friendliness and not pushy with regards to spending unnecessary amounts of money. Good advice and choice given. JK/JK
Very respectful & calming staff. BM/RK
The walking in front of the hearse when leaving our home, and on arrival at the crematorium. JK/RK

Jane, A short note to thank you from the bottom of our hearts for the superb service you and the A.W. Lymn team provided for us. It was flawless and dealt with impeccably. Thank you so much, you made a traumatic and very sad occasion so much easier to deal with. It goes without saying, we couldn't have achieved it without you, but the manner in which it was handled, was truly exemplary. We were so pleased with the service from your team, and especially you.

To Jane, On behalf of my family I would like to thank you and your colleagues at A. W. Lymn for your kindness and patience with organising and conducting my father's funeral. You treated my father with dignity and

respect and I thank you for that. The coffin and spray flowers were lovely and the pedestal flowers brightened the West Chapel.

Rainworth

They were very helpful with us to arrange everything. DCC/DCC
Care & understanding, comfort by being looked after. WW/DCC
All of it the family & I were really pleased. Thank you. DCC/DCC

Ruddington

Very smooth running and a discrete presence, not intrusive. TLS/JLR
The whole service was excellent. GLC/BM
I thought it was good the director had me check all doors were locked and we were all ok before we left. GLC/TLS
The formality and the efficiency. Also the kindness shown to myself and my family- on the day and patience and guidance when planning the funeral. TLS/NLR

Dear Jackie, I am sorry that I did not have more time to speak to you last Thursday at Wilford Hill, but as you may imagine on that day my thoughts were going in all sorts of directions, and my emotional state was somewhat unpredictable. I wanted to do everything possible to make dad proud. Dad was such a meticulous man, who paid great care concerning punctuality, and all details, no matter how small. I am sure he would have been impressed by the way in which you personally ensured that everything went smoothly - I know I was. Whilst your staff at Ruddington were excellent in every respect, when I learned that you would be taking charge on the day, I was entirely confident that everything would be done to an excellent standard, and so it proved. Please accept my very sincere thanks to you, and to all your staff who helped to make the day everything that I had hoped it would be.

Shirebrook

The service was performed by Adam Humphries who showed compassion and respect when delivering mums memories. JP/AA

Spondon

Everything was perfect. FH/KH

Stapleford

Keeping me in touch throughout. TSR/KH

Friendly, efficient, caring and supportive staff (Tracey) excellent service for funeral. TSR/NLR

The delicate way everything was handled. TSR/LJC

Sutton

Everything was well organised and clearly explained and we felt well supported and informed. KLH/AA
Karen Horton was very professional in her manner and made me feel at ease with the whole process, before & after. Would certainly recommend. KLH/AA

Listened to exactly what the family wanted. KLH/AA

The home visit service and the ongoing updating on progress of all aspects of funeral & after care. KLH/AA

West Bridgford

Dear Andrew, I wanted to thank you and your team for making the arrangements so stress free. It was a lovely service and everything was as it should be on the day - thank you.

Dear Sarah, Thank you so much for your kind patience and support over the past year. We really appreciate how you have helped us through this difficult time.

Wollaton

The personal attention by Mr N. Lymn Rose. NAA/NLR
Understanding of feelings. NAA/JRC

Could Do Better

No make-up was applied, very distressing when viewing.

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 letters of thanks, received over the past two months.

Catholic Church Of the Holy Spirit West Bridgford, and Our Lady of Grace Cotgrave



Thank you for Sponsorship for The Holy Spirit Christmas Fayre

Dear Mr Lymn Rose,

On behalf of Fr. Michael Brown, thank you once again for donating £100 to our Parish Christmas Fayre which took place on Saturday 17th November 2018.

We are extremely grateful for your support and highly appreciate your sponsorship.

We would like to inform that we raised £4,326.30 at our Christmas Fayre. All proceeds from the Christmas Fayre including donations benefitted The Big IMRI Scanner Appeal for Nottingham Children's Hospital, The Alzheimer's Society, and Nottingham Street Pastors.

The Parish Church of St. John the Baptist
Beeston. Nottingham.

January 2019

Dear Nigel Lymn Rose + Scott

Once again on behalf of St. John's Parish Church, Beeston, I thank you for taking part in our Christmas Tree Festival.

From reports received and the number of visitors who came to see the Festival, everyone agreed the Church looked lovely and made a very good start to the Christmas Season.

The weekend made a profit of £840.27 this full amount goes towards the upkeep of our lovely Church.

Once again, thank you for making the Festival a success and best wishes to you all for 2019.

Lifespring Church

Helping You Realise Your Destiny



Dear Collum,

I am writing to thank you for A W Lymn's generous donation of £200.00 towards our Christmas Hamper appeal.

In December, we managed to give out 118 Christmas hampers and we blessed 183 adults and 190 children with lots of lovely food that would have enabled them to have a special Christmas. We also blessed 50 homeless people at the Beacon Project in Mansfield. The generosity of the general public in their food donation was also heart-warming to us and confirmed that Christmas is still the season of goodwill to others.

Again, I would like to express my sincere thanks for your generosity and I look forward to working with you again later on this year when we plan our next Christmas Hampers.



the Friary Working
locally to end
homelessness
Celebrating 30 years

Dear Ms Rose,

On behalf of the Trustees of the Friary I would like to express grateful thanks to The A.W.Lymn Centenary Foundation Trust for the generous donation of £500.

Donations such as this are vital to help provide services that are devoted to improving the condition and quality of life for the homeless, those in temporary accommodation and the long-term unemployed, particularly at a time of such austerity.

With many thanks and much appreciation to you all for your continued support.

Restoring the heart of Sherwood Forest

Thank you so much for the award of £50 towards restoring the heart of Sherwood Forest.

We appreciate that this is an exceptional donation and are very grateful.

Anyone wishing to make an application for funding can do so in writing giving a brief description of what is required, who is to be helped and why it is thought that the Foundation should assist. Applications should be sent to The A. W. Lymn Centenary Foundation, Robin Hood House, Robin Hood Street, Nottingham, NG3 1GF or centenaryfoundation@lymn.co.uk.

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

Welcome

to **Richard Hunt**



Richard joined the driving staff at RHH at the end of February. He has been retired for around 20 years having previously worked in the Police Force as a Section Sergeant and the Merchant Navy as a Radio Officer. Richard lives on a farm in Car Colston with his two dogs

Welcome back

to **Mark Collishaw**



As a qualified FD, and someone experienced in our systems, Mark should fit in quickly to the routine at RHH. Welcome back.

Congratulations



Courtney passed her driving test on Tuesday 12th March.

Welcome

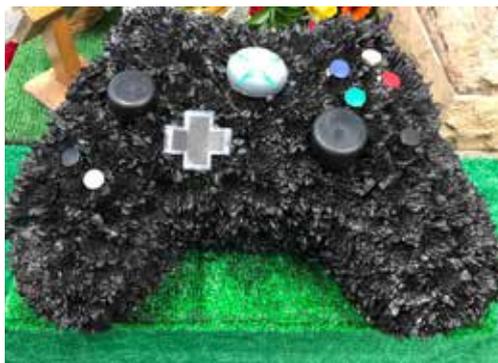
to **Andy Eaton**



Andy has joined the Derby office as a casual driver/bearer. He also works as an Emergency Medical Technician for East Midlands Ambulance Service which he has done for the last four years. Andy is married to Lesley from Long Eaton and they have a son, Alex who is 15 years old. Andy enjoys spending time walking their three dogs and skiing (when the wife lets him)! Andy says 'I'm glad to join the team and help out when my shifts allow'.

Floral tributes

from **Kerry Bishop**



Wedding Gifts



Nigel was pleased to present gifts to Sharon and Keira to celebrate their weddings, which took place last year.

Sundial thanks



'Jackie, I am so very pleased with the Gothic Sundial. It looks just right in the garden. My husband loved his garden and so I think it's so right to have his ashes in a place he loved to spend time. A big 'thank you' to Pete who brought and positioned the sundial for me, what a lovely man.'

Best Practice of the Month

chosen by **Nigel, Jackie and Matthew Lynn Rose**

Congratulations to Malcom Barham, Joe Parton-Buckeridge and David Hills who have won this months Best Practice award.



They were nominated by Richard Marshall,

‘I’d like to nominate Malc, Hills and Joe for piling in and helping to dress a grave when the wrong one had been dug.’

A nominated this month...

Malcolm Barham by **Jane Keetley** - ‘Can I please put Malcolm’s name forward for best practice? On a burial for Ruddington office the grave that was dug for the funeral was the wrong one.’

While the family went to the reception Malc helped the grave digger dig the plot so that the family could get back to inter their loved one. This obviously helped in the time it took to dig the plot. Malc is such a trooper and is always willing to help in any way shape or form that he can’

Mary Haynes by **Ben Percival** ‘I really appreciate the hard work Mary has put in whilst

Sharon has been on long term sick, she has coped very well on her own.’

Joe Parton-Buckeridge by **Ben Percival** ‘Joe helped out in the masons at the last minute, freeing me up to complete office work in the absence of Sharon’.

Jo Lee by **Kerry Bishop** ‘Jo made a Friday afternoon dash to try and repair a floral tribute at the side of the road’

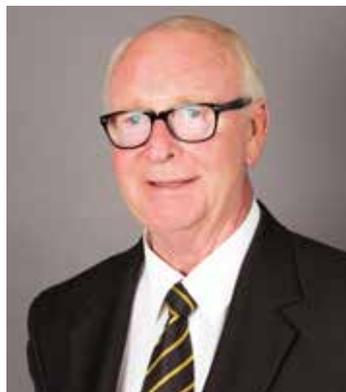
Brian Miles

from **Matthew Lynn Rose**

As you are maybe aware Brian has been away from work for a few weeks due to ill health, and during this time has been speaking with my fellow Directors and I about his future.

Having served our family company for over 23 years, Brian has seen a lot of change within the business, and most importantly helped numerous families through their own grief in the many roles he has fulfilled.

Brian has already passed the state pension age, and has taken the decision that the time is now right for him to retire, to enable him to spend more time with his wife Sue and their family, and to enjoy the fruits of retirement. I have no doubt that you will all join me in wishing Brian a long, happy and healthy retirement, and in the usual fashion we hope to mark it formally at the next official staff do.



British Legion

from **Laura Fletcher**



Laura Fletcher,
A.W.LYMN,
Rose House,
389 Nuthall Rd,
Aspley,
Nottingham,
NG8 5DB,
25th February 2019.

Dear Laura.

Thank you for your letter dated 5th of February 2019, received from the Branch Treasurer on Sunday the 24th of February.

I can confirm the our Treasurer Mr John Gordon has received the cheque for the sum of £50.00.

On behalf of the Branch Committee I would like to thank you and all those who took part in the competition and for the very generous donation.
Thank you.

Yours Sincerely

I was really pleased to receive the above thank you from the British Legion.