

Lesley Ball retires

Lesley Ball has decided that after 15 years working with us it is the right time for her to retire.

We would like to publicly thank her for everything that she has done for our family company, and the families she has served.

Lesley has written the following about her time with us



Lesley pictured at Clifton

“My first contact with A.W. Lymn was taking funeral details from Jeff Wormsley at the original Carlton office in 2001 when my then husband was Priest in Charge of St Cyprian’s church in Carlton. I later spent some time at RHH under the tutelage of Melvin Picker while doing a Pastoral Care Course with Southwell Diocese. During that time Jackie asked me if I would like to do some casual work for the company and so I became a lister, which was much simpler then than it is now. You had a stack of listing cards, some pens and an envelope to put them in. If there were donations you had a basket and whatever you could find to put them in afterwards – one church put them in a plastic bread bag for me!

In 2004 I began training to become a Lay Reader and was duly licensed in October 2006. By that time I had begun full time work with Carolyn Mansfield at the West Bridgford office where I remained until April 2010, gaining my Diploma in Funeral Directing in 2009. At this point I went to look after the Clifton Office. After almost 8 years I felt it would be good to move away from lone working and moved to the new Carlton office in February 2018 shortly after it opened.

Over the years I have been involved in Annual Memorial Services at both Wilford Hill and Bramcote Crematoria and have attended Open Days at Bramcote and Trent Valley and a Carol Service at Gedling.

Along with Jane and some ladies from St Cyprian’s, I have been involved in various craft projects for the company beginning with clothes and blankets for

the stillborn babies whose families couldn’t find clothes small enough, twiddle muffs for dementia patients, “traffic light” hats for King’s Mill Hospital and, most recently, pink and blue bow ties for the Forever Stars charity, along with the occasional baby shawl or blanket for staff members as necessary. I’m hoping to keep on knitting in retirement so if there are any special requests.....???????”



Lesley (right) with her sister Jane at the Bramcote Open Day.

A.W. LYMN
The Family Funeral Service

Staff Newsletter

In this issue



Any idea what is happening here?
Full story on page 2



Who’s driving the hearse?
Answer on page 3

Rainworth Open Day

You are invited to attend the reopening of our newest office

Saturday 3rd August
2pm - 5pm

Hutchinson House
296 Southwell Road East
NG21 0EB

The World of Woodhouse

from **Matthew Lynn Rose and Coleen**



Jonathan was pleased when Peter Rixon (pictured front page) come to his rescue from this bee's nest! Gary and Alan join in the gardening at the Old Farm!



Welcome

to **Tom Beard, Henry Holland-Ball and Josh Greensmith**



Tom Beard

Tom has joined the stonemasons on a temporary basis. You may recognise him from staff parties as he is the partner of Laura from Aspley. He lives with Laura and their two dogs in Bulwell and they are getting married in February 2020. The job is completely different from what he has done before - but he says that he is really enjoying it.



Josh Greensmith

Josh has just left school and has started working with Luke as an apprentice technician in Fleet Maintenance. Outside of work he has an interest in cars and scooters. He lives in Carlton with his mum and two sisters.



Henry Holland-Ball

Henry has joined us on work experience for a week. He is the stepson of Robert Holland, who owns a funeral home in Grantham. Henry has worked for Robert during school holidays for the past two years and was interested in seeing how another funeral director works.

Bramcote Open Day

from **Richard Marshall**



There was a steady flow of people through the doors of Bramcote Crematorium on Saturday 22nd July. The Routemaster bus proved as popular as ever and Joe was on hand to answer questions on the Phantom VII limousine with plenty of people wanting to sit in it. Our stall staffed by Jane and Lesley got a fair bit of interest, not only from people enquiring about pre paid plans but also asking about job vacancies. It was also nice to be able to talk to other funeral professionals, FD's, celebrants, musical soloists and photographers in a relaxed and informal atmosphere. All contributors were looked after extremely well by the staff at Bramcote! The nicest thing was the positive comments from families who Lymns had cared for in the past. 'We always go to Lymns' and 'we know you're the best' was said to me on several occasions.

Revd. Hazel Robinson

from **David Clarke**



I presented the Rev Hazel Robinson Flowers on behalf of A. W. Lymn. Hazel has been the Vicar covering both St Mary's (Blidworth) and St Simon's and St Jude's (Rainworth) for over 10 years. Her last service took place on Sunday 30th June and I attended and presented her with the flowers and card.

Horse Lorry Graphics

from **Sue Robinson**



The new horse lorry belonging to Horse and Carriage has been sign written and the A. W. Lymn logo added.

Charity Runners



Wendy and her daughter Helena completed the Race for Life.



Jackie completed the Sunrise city 5k in aid of When You Wish Upon a Star

Pink Carpet

from **Pete Jeffery**



This pink carpet was fitted in Flint, North Wales. It went from the Church door round a corner and up the aisle.

Father's Day Cards

from **Emma Percival**



We received this photograph of the Forget-Me-Not seeds, from one of our Father's Day advice cards, sprouting!

Guitar

by **City Flowers**



New Hearse Driver

from **Neville Carridice**



Louise is starting her training to become a hearse driver! This will make her the second female to take on the role - well done Lou!

Victoria Cross Memorial

from **Ben Percival**



Mick adding a name to the Nottingham and Nottinghamshire Victoria Cross Memorial in situ.



White Limousines

from **Barbara Williamson**



These white limousines were organised by a client and provided seating for 28.

Robin Hood House Administration Office

from **Pete Clarson**

It has been apparent for some time, that the directors offices simply did not work with the access to Nigel and Jackie being through Matthew's office. It has also been a concern that the operations desk should be nearer the drivers to allow for easier communication.

In May work started on the new operations room in what was the 'bed chapel'. Jackie moved back into her old downstairs office (next to the kitchen) and Matthew and I decamped to the training room on a temporary basis. This allowed for the two offices to be separated and a finance office and marketing room created. Work has now started on the old administration office to become a directors suite with an office for Nigel and Chloe, Matthew and me.



The new finance office in what was Matthew's office. Shaun, Lorraine and Anne are all based in here.



The operations room is opposite the drivers mess. Matt W, Keira and Courtney share this room. It is where the pigeon holes can be found.



The old administration office where a corridor has been created to separate out the three new offices..



Marketing in Jackie's old room.

Great War Memorial

from **Emma Percival**



It was lovely to attend the opening of the Great War Memorial with Jackie.

Matthew attended in an official capacity as a Standard Bearer

Rev'd. Canon P. Williams

from **Jackie Lynn Rose**

This month I was pleased to attend the Collation and Installation of Rev'd. Canon Phil Williams at Southwell Minster.



The Family Funeral Service

Client comments collected during May and June 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.funeralguide.co.uk/funeral-directors> and <https://www.facebook.com/pg/awlymn/reviews/>

Drivers

Excellent – 68

Good – 17

Satisfactory – 0

City Flowers

Excellent – 33

Good – 10

Satisfactory - 1

Arnold

Courtesy, warmth and professionalism of staff – warmth was appreciated as were the smiles. EC/RK

All very good, would recommend. EC/RK

The Celebrant, Cheryl Smith was excellent – 3 hours at our meeting, phone calls and emails, great attention to detail and very supportive throughout. EC/NMR

I was satisfied with the service given.

EC/NMR

General Courtesy, understanding. EC/NMR

Personal service. EC/RK

Aspley

I was able to have the funeral director that dealt with my father's funeral.

LEF/SB

A very big thank you for everything you did to make a very difficult time go smoothly and going that extra mile for our family. Also a big thank you to Nigel and all the staff on the day for making sure everything was just right on the day. Very professional. 10/10. A very big thank you from all the family.

Beeston

Very friendly, supportive. TAR/DMC

Bingham

Their care. DTL/DTL

The directors caring way not rushing me, keeping me informed and making sure I was happy at all times. DTL/NLR

Bulwell

To be felt completely welcome in the Bulwell office by Tina Clay, she was amazing! TC/RJM

Was a direct cremation, organised well. TC/DMT

Carlton

The friendliness and kindness shown by all the staff. JF/NMR

Everything was done to a high standard, Mark was so helpful on the day of the funeral which helped me get through it. Also Lesley for making everything easy throughout this sad time. LAB/NMR

The staff offered to look after my dog during the funeral. Also the director was excellent, very kind, compassionate & professional. JF/NMR

They were very helpful and respectful making sure I received a personal service from start to finish. JF/Direct Cremation

The understanding of grief. LAB/NMR

A brief note of gratitude for the wonderful support and service that we received throughout the funeral arrangements for my Mother. Caring, thoughtful and kind at all points. The service on the day was excellent - and the help and advice of Lesley Ball was very much appreciated. Your service made a difficult process so much more bearable.

Dear Mark, I would like to express my gratitude for the kindness and patience shown to me before, during and after my aunts funeral. Your calm demeanour helped me through a stressful time. The funeral was just perfect for her and everyone who attended has nothing but praise for how well it was organised. Please thank the florists for the beautiful flower arrangement.

Clifton

Joanna and Team, Heartfelt thanks from all of us for the professional service you provided for the funeral of 'our mum'. She looked so beautiful and at peace in the chapel of rest. We are all so very grateful. The horses and carriage were stunning and drew so many breaths as they came to the house, rode through the streets and arrived at the crematorium.

Cotmanhay

Personally involved are extremely caring, kind and proficient. MI/MS

Hucknall

Everyone was so professional & courteous. CM/RJM
Care & consideration of our feelings and wishes. CM/NMR
Helpful. CM/TK

Catherine and Caroline were so pleasant and helpful, they made the whole process so much more bearable. CM/CAB
The respect of the staff. They were happy to answer any questions we had even when I popped into premises without an appointment. CM/RK
Extremely friendly and so easy to talk to. CM/CAB

Thank you for all your support over the last six years. You did her proud yesterday. All my love

To Catherine and Team, A big thank you for your help in making the arrangements for our uncle's funeral go so well. We can't thank you enough for helping us sort things before we both go on holiday. A very professional service. Many Thanks.

Littleover

Funeral arranger was very knowledgeable and didn't rush the initial meeting. I subsequently rang her a couple of times. She never made me feel like I was being a nuisance. AB/DMT

Long Eaton

Liked the way the funeral director looked after everyone, very respectful. LDE/LJC
There was a feeling that they cared. LDE/LJC

Mansfield

At the Service the funeral director gave me a rose from the wreath that was on top of the coffin, I was very touched by it. DCC/DCC
The standard of service was excellent throughout; the professionalism made what was an incredibly difficult time, so much easier to cope with. DC/DC

Mansfield Woodhouse

I received perfect service and detailed information from the staff. The whole arrangements were handled with care & courtesy. TAR/SB
How respectful and dignified of how staff treated all members of the family and the order of service was beautiful. JWB/JWB

Nottingham

All. MR/TK
Very friendly service. MR/TLS
The way the A.W.Lymn employees knew how to react to the bereaved family, judging by their (our) state of mind. MR/RK
The way they walk in front of hearse. MJC/JLR
Shoe cleaning and protection at graveside, graveside hymn sheets. MR/NLR
Politeness, friendliness & help. MR/TK

Ollerton

Extremely professional. CJO/JWB

Osmaston Park

*Good morning Mark.
I want to thank you for yesterday, and for all the hard work you put into the planning and organisation. You made the whole process so easy. We felt so comfortable talking to you. We knew Dad was in good hands.*

Radcliffe on Trent

The walk in front of the car not once but twice to go past the Manvers Arms and Matthew nodded his head – hat off – Superb! JK/MLR
Their total focus on easing us through the paperwork and making sure we were happy with all arrangements. JK/JK

I just thought that I should write you to say a huge thank you for everything that you and your team have done for myself and my family after the sad death of my dad. We booked my dads funeral at the Radcliffe branch and Jane was absolutely fantastic, nothing was too much trouble for her. She made us feel so at ease and no matter what we asked her she knew exactly the answer. She made us feel that we could ask anything, no matter how basic the question. She is a credit to your business.

Nigel who conducted my dads funeral was fantastic. There was an accident on Gunthorpe bridge which meant we had to divert. Nothing phased him and came up with an alternative route. He made us feel at ease on one of the

*hardest days of our life.
The driver of our car was so polite and courteous. David, who drove the hearse was very professional.
Thank you for everything that you did.*

Rainworth

I was happy with the way David told us what was going to happen and when in pew he brought me a flower from the wreath, a lovely touch. WEW/DCC
David was particularly helpful and caring on the day of the funeral. WEW/DCC
Wendy & David were supportive, compassionate & professional. WEW/DCC
Your staff, are very good. WEW/DCC

Ruddington

Very courteous & helpful. GLC/TLS
Friendliness. TLS/TLS

Shirebrook

The presentation of my mother was done exactly as I'd asked. DCC/AA

Spondon

Fiona Hall is absolutely impeccable, she manages to be both consummately professional and extremely warm & compassionate. Fiona dealt with both my parents' funerals and on both occasions provided an outstanding level of service. Fiona's business-like but sympathetic approach, and natural empathy was greatly appreciated at a most difficult time. She was charming to deal with and immediately set me at my ease. I felt very assured that my parents were in her care. Saying farewell to my dad was an especially difficult experience, but I was well supported by A. W. Lymn and Fiona in particular. She was diplomatic and tactful in her dealings with Dad's extended family, and offered me much personal reassurance. I would take this opportunity to highly commend Fiona. I can pay her no better compliment than to say I was delighted to leave my beloved Dad, Ken, in her care. FH/DMT

Stapleford

Donna was very supportive on the day. TSR/DMC
Friendly, understanding, patient and knowledgeable staff. TSR/RJM
Friendliness of staff, all arrangements carried out excellently. TSR/TLS

West Bridgford

Sarah Derbyshire professionalism & friendliness throughout the arrangements & at the funeral was excellent. AMB/SJD
Sarah – lovely, optimistic and warm demeanour. AMB/SJD
Care taken to ensure close relatives had easy access. AMB/SJD
Good all round service. AMB/SJD
The courtesy shown by the funeral director. AMB/SJD

Wollaton

Being able to view body & flexibility offered, being able to decorate the coffin – that was very special. Alan was very helpful & it felt that nothing was too much trouble. APM/JRC
The staff were amazing to us at a very difficult time. APM/DMC
Everything was just right. JRC/JRC

The Craftsmen in Stone

Dear Ben and all the staff at Lymn's, Thank you for you letter and photograph confirming the completion of my husbands headstone. I was away when it was erected but have been twice since to his grave and want to thank you all for your service. The headstone is exactly what we wanted and a very fitting tribute to him. Please thank everyone concerned we as a family have had excellent service.

Dear Mary, Many thanks for the beautiful photograph of the plaque - PERFECT. I appreciate all your help.

Dear Mary and Sharon, I would like to convey my thanks to you both for your kindness and support during what has been a very sad time. I have been to see my husbands grave the picture on the headstone is perfect.

I have today received the photographs of my Dads/Grandma/Grandads

memorial that you have taken following your refurbishment work. I felt I had to write to you to thank all concerned in this process. The result of your efforts is truly astonishing and I cannot thank you enough. Anyone who had not seen the memoriam before the work was carried out could never truly appreciate just what a poor condition it was in. To see it now is a testament to you as a company. From the outset everyone has been helpful and thorough. Thank you all. May I send a special thank you to Sharon, who has been especially helpful, given that we do not live locally and has advised and co-ordinated this matter so well.

Lymn Luxury Vehicle Hire

Good afternoon Neville, I have just received a call concerning the Prom hire you drove on last week. The lady was so happy with everything to do with the hire and wanted me to also pass on her thanks to you. She said the Phantom VII looked amazing and the care and time you took during the hire was very much appreciated. The whole service helped make the occasion a very memorable one.

Could Do Better

First cremation I had organised, maybe a few things could have been suggested that I had not thought about i.e. clothes.

A couple of communication errors with office staff.

Issue with the floral tribute.

The red arrows were captured flying over Carlton Cemetery and then over Robin Hood House.



The
A.W. LYMN
Centenary Foundation

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

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

Andy's Adventure Playground



Jackie was pleased to attend, on behalf of the Centenary Foundation, the rededication of Andy's Adventure Playground at Bestwood Country Park. Pictured here is Rev'd. Chrissie Little who performed the rededication.

Windrush Project 2019

Hi Chloe

It was a delight to receive this good news. Thank you so much for your kind support. We are very pleased to receive this award of £200.00 for the publication of the book.

Please pass on our thanks to the Trustees, we appreciate their support and will note this in the acknowledgements of the book.

Radcliffe and Bingham Advice Centres

Dear Ms Rose

On behalf of Radcliffe and Bingham Advice Centre I wish to thank you and the Board of Trustees of A W Lymn Centenary Foundation for the very generous donation of £500.00.



20 MAR 2019

Calverton Scouts and Guides Supporters' Association

CALVERTON VILLAGE GET TOGETHER ORGANISING TEAM 2019

Dear Mr. Lymn Rose,

Thank you very much for your donation of £50.00 towards this year's Calverton Village Get Together and I thank you for the Centenary Foundation's continued support.

The Village Get Together is a very important part of Calverton village life and this event enables the village to come together and gave an opportunity for local organisations and charities to raise money for their causes and, of course, the scouting movement within the village. All monies raised at the Village Get Together go towards the upkeep and expenses of running the Labray Scout & Guide Headquarters which now has nine scout and guiding units operating four nights a week, 38 weeks a year.

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

Registered Charity Number: 1124161

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The
A.W. LYMN
Centenary Foundation



Further to your kind donation of £1,078.80 which we received in March 2018 and my letter of 25th July 2018 informing you how the money was applied.

We have received some feedback following the performance of Dick Whittington which took place on 15th January for children from Mansfield and I have enclosed some copies of photos of the actors and a copy of our monitoring form for you to see the success of the show.

This experience will help to improve their sensory awareness, social and communication skills, and have fun and excitement, not to forget the educational value also. This opportunity enabled them to take part in an activity more often enjoyed by the wider community, thereby promoting social inclusion.

All the experiences we arrange are designed to help the children with their future development, as they move forward into adulthood with renewed confidence.

Please accept my deepest gratitude for your kind and invaluable support in allowing us to help some of the most vulnerable children in our society to experience what life has to offer.



Dear Nigel

Would you please thank your Centenary Foundation committee for another generous donation to Littleover in Bloom.

It is only with your support and some of some of the other businesses in Littleover that we are able to enter the competition.

Our theme this year will be pollinators. We will have a large cut out of a butterfly and bee on our main display bed which will add more colour to the display.

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The
A.W. LYMN
 Centenary Foundation

Trustee John Hayes was invited to visit Open Voices at St Luke's in Gamston session so that he could see the new instruments funded by the Centenary Foundation.

Here is an extract of the report which he sent to Chloe.

I was welcomed and was happy to assist with the set-up for the morning. The format was songs from shows and old pop with words projected; incorporating requests from the audience, accompanied by a pianist who operated without music! The participants were equipped with maracas, tambourines and other percussion instruments (most of which had been donated). We started at 10.15am (about 10 people attending), but by 10.45am numbers had doubled, all of whom took an active part. I commend especially the energy and devotion of the leaders who led all by example: by half time ALL were participating. The A. W. Lymn Foundation was publicly thanked for supplying the instruments, which have given pleasure to all the participants at every meeting. I was presented with a thank-you card and thanked them, encouraging them to continue to enjoy the sessions.



John joining in with the session.

Open Voices - West Bridgford
 Fun singing and music session for adults with learning difficulties.

Have you heard about our singing sessions called **OPEN VOICES**.
 They are run by Music for Everyone.

If you enjoy any kind of singing and music you will enjoy Open Voices.
 Come and sing, have fun, meet new people, make friends.

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

The
A.W. LYMN
Centenary Foundation

**Trustee John Hayes was invited to attend 'As seen of stage and screen'
by Genetics Dance on the 9th June in Arnold.**

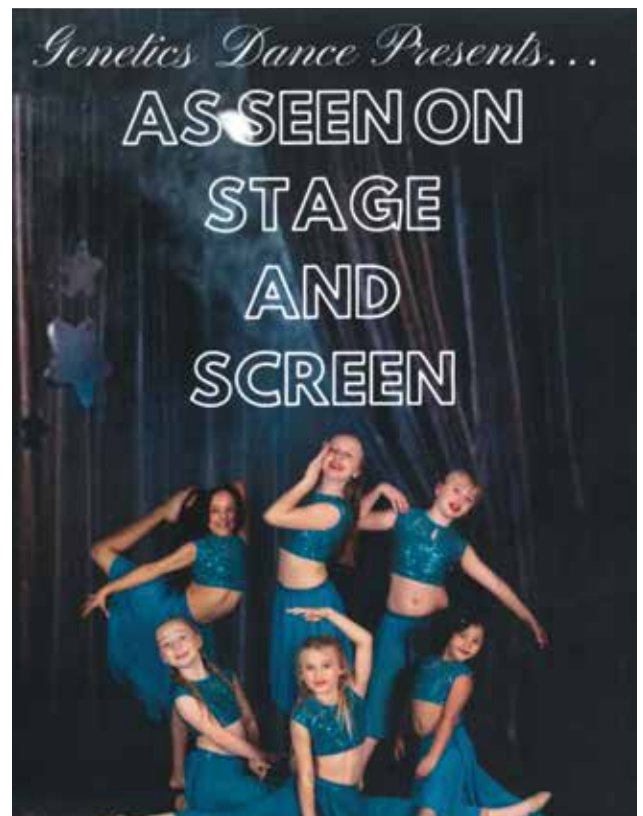
Here is an extract of the report which he sent to Chloe.

Not knowing what to expect, I was overwhelmed by the performance of the (over 40 people in number), with participants ranging from three to late teens, playing to an almost full house.

Qualities shown

- 1) Team-work** - the camaraderie amongst the performers was fantastic! Even the youngest kept up with the rest! The team-work was apparent between and amongst age-groups
- 2) Costumes** - superb!
- 3) Physical agility** of performers
- 4) Enthusiasm** - of all, including the audience
- 5) 'Genre' balance** - tap-dance, classical ballet, musical comedy, modern.

In her concluding address, the director / manager thanked everyone for their contribution (including the Lymn Foundation) and said that she was overcome with pride at the performance. I was also proud to be introduced to some of the participants at the end, and to congratulate them. A delightful evening.



All Saints Church - Granby

Dear Mr Rose,

It gives me much pleasure to inform you that the repair work on All Saints Church, Granby has now been completed. It was started on 23rd April and the site was cleared by the 15th May 2019.

May I take this opportunity to sincerely thank you again for the generous cheque you awarded to us, helping us to keep the fabric of the church in good order for future generations.

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

Best Practice of the Month

Congratulations to Dean Spencer who has won this months Best Practice award. He was nominated by Matt Winman



‘Spud stepped in to help with call when no one could get hold of one half of the call team in the middle of the night’.

Also nominated this month...

Catherine Broome has been nominated by **Caroline Morgan**

(twice) ‘First for going above and beyond arranging a lady’s funeral. Catherine started the arrangements with the family seven years ago as the lady had only been given a short time to live. She also went to the house to assist on the removal and see the family again. When the family attended the Chapel of Rest at Hucknall, Catherine went and got the young daughter lunch as she had not had anything to eat. Second for when the hearse broken down on a funeral in July. Catherine rearranged the chapel with the crematorium whilst

keeping the family informed and even took half the service herself as Rebecca White had to leave to a prior appointment’

Caroline Morgan has been nominated by **Richard Marshall** ‘During Tina’s sick leave at Bulwell Caroline has cheerfully put herself forward to cover Saturdays that she isn’t rota’d for and has made what could have been a nightmare a much easier task for me. A big thank you!’

Ilkeston Trestles

from **Mick Schofield**



Here I am at St Wilfrid’s Church in West Hallam. The Trestles are for All Saints Church Stanley Common and St Andrews Church Stanley.



I was pleased to present these Trestles for All Saints Church Kirk Hallam to Rev’d. Christine French.



Christ church Cotmanhay Trestles already in church.

Note from Jackie - We have gifted trestles to St Alban Ukrainian Church “in memory of Pavlo Senyk” father of Monsignor Senyk Priest in Charge at church.

Amy Jeffrey (wife of Pete) is raising money for the Alzheimer’s Society to donate or to find out more please follow this link

<https://bit.ly/2Lzwwj9c>

