



**Nigel Lymn Rose - Group CEO**

# Christmas and New Year Message 2018



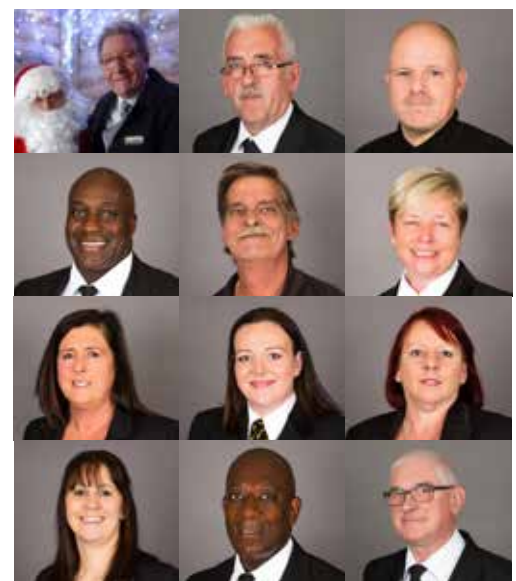
## In this issue

It is hard to believe that another 12 months have elapsed and that it is this time of the year again.. As I am sure you will appreciate it has not been the easiest of years for me and my family because of the loss of my father and mentor, George, in July. Nonetheless sad events sometimes, as they did in my case, make me realise what friendship and support I have not only from my family but from those of you with whom we continue to work on a daily basis. The assistance and help given by all of you during this stressful and trying year has not gone unnoticed and is appreciated deeply by us all. So the initial part of my message this year is simply a big thank you to you all for your help and support.



**Joanna, Gary and Caroline collect their Diplomas in Funeral Directing and Arranging**  
*More on page 3*

I know and acknowledge that we all work with families at the most difficult time in their lives. I am very appreciative of the way all those associated with our family company try to, as Matthew says, go the extra mile and to always say “Yes” to any requests of a bereaved family. It saddens me when the press, who do not understand the business in which we work, so often seek to undermine the service and facilities provided by the funeral profession in general and our family business in particular. It is heartening to know that the comments passed by a few when something goes wrong are not the general feeling that people have about the way we at A W Lymn treat our clients. I never cease to be amazed by the comments we receive on a daily basis in the client questionnaires and in the Funeralzone reviews. I only hope that you all take the same pride that I do on reading these, and for generating them I thank you all.



**Voting slip for ‘Overall Best Practice of the Month 2018’**  
*Back page*

Having expressed my appreciation and thanks the rest of my family and I would wish you all a very happy Christmas and wonderful time with all your family and friends during the holiday period, and would wish you all the best for a successful and prosperous 2019.

Thank you.

## Life as a Celebrant

from **Stephen Wakeling**

In my work as a celebrant, I enjoy finding out about the life of the person whose ceremony I am leading.

Recently I received a text, whilst abroad, from Dan Barnes asking for my availability. It was possible for me to lead the ceremony and Dan was able to give me some information about the deceased gentleman so that I could start to write the eulogy.

On my return I met with the family and asked had the gentleman served in World War Two (given his age of 89). This is where the story gets interesting, it turned out he did far more and the reason why is below.

The gentleman worked at Rolls-Royce as a highly skilled development engineer and along with his colleagues changed the face of engineering technology, which proved invaluable during that time of conflict.

The family reminisced that whilst on a family visit to the RAF Hendon Museum, the gentleman recounted whilst as a manager for Rolls-Royce he was given just two weeks to modify the fuel-system for the iconic Spitfire Merlin Engine. It was hoped that it could gain a greater height advantage, over the German Messerschmitt Bf 109. He managed to complete the task which proved vital during the Battle of Britain.

In his later life he was involved in the design of the famous Rolls-Royce Spey Phantom engine which were used on Royal Navy Aircraft including the Blackburn Buccaneer, the McDonnell F-4 Phantom supersonic jet interceptor and fighter-bomber. This was particularly interesting to me as they were all aircraft I worked with on the flight decks aboard HMS Eagle and HMS Ark Royal.

This really proves that working in Derby often opens up an opportunity to find people with special talents.



Left is Stephan being chock-man under a Buccaneer Mark I, aboard HMS Eagle circa 1964/5. The right show the Phantom aboard Stephan's last ship HMS Ark Royal circa 1971/2.

## Out and About



This 'Only Fools and Hearses' three wheeler always manages to raise a smile on a sad day.



Ralph out with Russell



The red bus passes Harrod House, Carlton.



David Crampton saw this star plaque on the pavement in the centre of Derby.

## Staff Party 2019

from **Chloe Lynn Rose**

We are hoping to release more information about the Annual Staff Party in next month's newsletter. In the meantime please save the date...

**Saturday 16th February**

## Thank You

from **Colum O'Shea**

I would like to acknowledge thanks to Russ Kemp, Denise Milne, Eugene Coyle and Jamie Oscroft for their hard work and kindness throughout a high profile funeral in Ollerton, without whom the proceedings wouldn't have been nearly as smooth.

## NAFD diploma graduates celebrate success at Birmingham City University



On Saturday 1st December Gary, Caroline and Joanna travelled to Birmingham City University to collect their Diplomas in Funeral Arranging and Administration. They are pictured with Abi Pattenden President of the National Association for Funeral Directors and Lynn Fulford from the University.

## Best Practice of the Year

Please remember to vote for who you think deserves to win overall Best Practice 2018. More details and a voting form can be found on the back page.



## Memory Bears

from **Emma Percival**



Sheila, Jenny and Jackie were delighted with these Memory Teddy Bears made out of George's shirts.

For more information please visit [www.schoolwearbear.com](http://www.schoolwearbear.com)



Top row: David Crampton, Gary Wagstaff, Pete Jeffery

Second row: David Powell, Dick Stead, Julia Carty

Third row: Sharon Allen, Donna Conroy, Anne Cooke

Bottom row: Sarah Derbyshire, Neville Carridice, Peter Parks

## Carlton Nativity

from **Lesley Ball**



A knitted Nativity scene is the latest window display at Carlton.

## Christmas Tree Festival

from **Emma Percival**



We have been able to place Memory Trees in St. Peter's East Bridgford, Holy Rood Edwalton, St. Mary's Hucknall and St. Paulinus' Church Ollerton.

The above photograph is from St Peter's and the one below from St Mary's.



## Spondon Alight

from **Fiona Hall**



Mulled wine and mushy peas were well received at Spondon Alight.

## Ruddington Village Fair

from **Emma Percival**



For the third year running Teresa served Prosecco in St Peter's Church Ruddington.

Just over 160 glasses were given away whilst people filled in Memory Cards for the office tree.

## Bramcote Memorial

### Service

from **Richard Marshall**



Alongside Jane Turner, I was asked to read out names of the loved ones of those present. As always it was a moving ceremony.

## Congratulations

to **Kim and Calvin**



Congratulations to Kim and Calvin on the safe arrival of their third child Jacob Henry Nichols. Jacob was born on the 30th November at 7.30am and weighed 7.4lb.

## Annual Service for the Bereaved

from Jackie Lynn Rose



I was joined by Colum, Jane, Laura, Lesley, Nigel and Rob at the Wilford Hill Service for the Bereaved. Thank you to them for their help.

It was great to have Blidworth Welfare Band and the Praise Singers perform and we were joined by the Lord Mayor of Nottingham, Councillor Liaqat Ali who gave an address.

Thank you to Paula and her team at Wilford Hill for hosting.



## Christmas Fair in Ollerton

from Colom O'Shea



I was pleased to have a table outside the funeral home so that people could stop and have a mince pie whilst filling in memory cards.

I was also asked to help the Dukeries Concert Band by playing the Cornet in the evening.

## Rolls-Royce Enthusiast's Donation

from Emma Percival

When the Rolls-Royce Enthusiast Club joined us last month, the food was catered for by Stonebridge City Farm in St Anns. David Towers, chairman from the RREC asked if the Club could make a donation to a charity on our behalf and it only seemed fitting to pass this onto Stonebridge. Nigel is seen here presenting the cheque to Heather Slater who is the fundraising and marketing manager at the farm.



I would also like to thank Ryan Ashby and Nicky Pritchard from the farm who appeared unfazed by a last minute increase in numbers and produced a lovely meal.

Dear Matthew,  
 Just a short note to say how interesting and enjoyable we found our visit to your premises with the Rolls Royce Enthusiasts Club last Sunday. You and your staff are to be congratulated on the excellence of your organisation for the event, along with the lunch, the friendliness of yourselves and the presentation of your vast fleet of Rolls Royces. Please convey these feelings to the persons involved.  
 My husband, Tony, enjoyed his drive immensely in your Phantom VII (1907), although he feels that the complexity and scope of the modern R.R.'s electronics would probably convince him not to change from his present Shadow II (which we have had for over 30 years).

## Best Practice of the Month

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

**Congratulations to Brian York who has won this months Best Practice award.**

**Brian was nominated by Matthew Lymn Rose**

‘Brian cancelled his holiday and completely rearranged his plans when Steve announced he was leaving to ensure Chris had all the support he needed. His commitment to the department is excellent.



**Matthew also nominated Rob Lippitt**

‘I’d like to nominate Rob for taking photographs on the funeral of a lady for her husband, meaning he got a good record of the day. Rob did this while still acting as a bearer on the day.’

**Pete Jeffery has been nominated by Pete Clarson.**

‘Pete has gone well beyond the call of duty to make sure the refurbishment project at the Beeston office ran smoothly. For a couple of weeks, he arrived early and finished late to keep the decorating works on schedule with the other contractors including one day where he stayed with the floor fitters until after 8pm.’

**Teresa Spencer has been nominated by Colum O’Shea**

‘I would like to nominate Teresa Spencer for having the time to share her knowledge and experience with people such as myself.’

**Sam James has been nominated by Ben Percival**

‘I would like to nominate Sam, as Robin Hood House and Sheriff House look great due to his hard work.’

**Nigel has asked that a note be added to say “These decisions get tougher every month” thank you to everyone.**

## 1 XFR

from **Luke Rogers**



We are pleased to add a new wheel chair adapted vehicle to our fleet. The Mercedes-Benx V-Class which is finished in silver with black leather interior has seating for either six or five and a wheel chair.

The vehicle is of a high specification and has an automatic side door and back door to enhance the passenger experience.

1 XFR will be based at Cotmanhay with Ian and Wayne.



## Forever Stars Raffle

from **Emma Percival**



Jo Sharpe was pleased to collect raffle money for the charity Forever Stars. Thank you to everyone who bought a ticket.

Jo is seen here collecting the money with her old school friend Barbara.

## Welcome

to **Tina, Joe and Louise**



‘My name is Louise Revill and I have joined the company as a driver bearer in Nottingham.

I am a married mum of three. In my spare time I enjoy baking, cake decorating, reading and spending time with family and friends.’



‘I’m Joe Parton-Buckeridge and I have recently joined the driving team at Robin Hood House. I previously worked behind a bar and also at the YMCA as a fitness instructor.’



‘My name is Tina Roberts and I live in Long Eaton, I have 2 children Aaron and Ava. I own a dog Mimi and a cat called Bella. I have previous funeral experience from the Coop in Nottingham, please don’t hold this against me!! I have also worked at Treetops in Risley and the YMCA in Derby. I enjoy partaking in charity work and hope to do so while working here at A. W. Lymn. I am also trained in hypnotherapy which I intend to use on Donna on a regular basis. I would like to write that I have some hobbies but that would be a lie so I won’t bother! I look forward to working with you all soon.’

## Fred’s Final Journey

from **Joyce Farrell**



Fred had a passion for travel, and this was evident when his family arranged his funeral. They designed a coffin from the reflections range which was printed to look like a luggage bag complete with destinations that he had visited.

Joanna was pleased that the Clifton Remembrance Window collection raised £138.83 which included donations from the Carlton branch. The money will be donated to the Royal British Legion.

## In memory of Corporal Leslie John Turner

from **Lesley Ball**



Jane and I were pleased to present a cheque in memory of our uncle Leslie to Mrs Jean Meek, chairwoman of the Bulwell Branch Royal British Legion. The cheque was made up of personal donations and also A. W. Lymn Centenary Foundation. For more information please read the story in the November 2018 newsletter <http://www.lymn.co.uk/funerals/newsletter>



The Family Funeral Service

# Client comments collected during November 2018

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.facebook.com/pg/awlymn/reviews/>

## Drivers

Excellent – 77

Good – 8

Satisfactory – 0

## City Flowers

Excellent – 39

Good – 9

Satisfactory - 0

## Arnold

The compassion and respect shown to us through the entire process. Ellie and Russell showed great care during the arranging and on the actual day. EC/RK  
It was all very personal to my mum. EC/RK

Clam & collected. EC/RK

## Beeston

The staff were very understanding & caring in all aspects of my mother's funeral plus informative & helpful in every way. DMC/DMC

## Bingham

Just totally professional at all times & very helpful. DTL/DTL  
Very respectful and efficient at a difficult time. DTL/DTL  
He was polite, sensitive and efficient. DTL/DTL

Very professional. DTL/??

The whole experience was outstanding in a time of great shock, stress and upsetting time with the death of my loving husband. DTL/DTL

*Dear Dominic, Your kindness will stay with the family for a very long time. You made the goodbye to a special brother, uncle and great uncle a day of love and pride.*

## Carlton

Their professional organisation and suggesting Victoria Corder who is a wonderful Celebrant who went the extra mile to make my mother's funeral so special. The visual tribute to music was also lovely. MJC/TK  
The professional service that we received, was like Lymns knew what we required and excellent service was given, so there was nothing for us to worry about on the day. JF/NMR  
For the duration of the funeral we were the ones that mattered & Alan was looked after very well. JF/NMR  
Red London Bus, Visual Tribute. JF/NMR

It was very flexible in how the funeral was conducted, allowing family to decide the arrangements. JF/NMR  
The sensitivity and kindness that Mark Ridout displayed to me & my

family is greatly appreciated. NMR/NMR

Cosy not cold. LAB/NMR

Mark is known to members of the family and this made the whole process more personal. Thank you. JF/NMR

## Clifton

The help & kindness. Thank you. JMW/TK

*Thank you so much for your help with all the arrangements for Mum's funeral yesterday. The change to the vintage hearse was so appropriate for her and didn't go unnoticed by those who attended. Please also pass on our thanks to Brian and his colleagues who were at Wilford Hill. Our sons, in particular, commented on their professionalism and care.*

## Cotmanhay

Julia from Ilkeston was amazing providing comfort and much needed cold drinks before the service. Wayne Lambard from Cotmanhay kept us calm whilst driving us. JRC/JRC  
Excellent Funeral director who went above & beyond to help us make the correct decision – Thank you – we won't forget your help. MS/MS  
Time spent by officiant to get to know us and deceased. The Officiant. MS/JRC  
Kind, caring, nothing was too much trouble. Highly recommended. MS/MS

## Derby

Polite, Professional, caring staff. DB/KH  
Dan was very good. DB/KH  
The time they took to explain their services before we had decided to go with them, their compassion & personal service. DB/KH

*Morning Dan. Just a quick thank you to say how well yesterday went down to your excellent organising skills*

*Dear Mr Barnes, Just a note to thank you for your courtesy and expertise in assisting us make the arrangements for my cousin's funeral. Everything went as arranged and as I believe*



*she would have wished. The people who attended have passed very kind comments about the service.*

### **Hucknall**

Music arranged both for hymns and entering and exiting. CM/RK  
The funeral director on the day was excellent, he knew exactly what we wanted and made it easier. CM/JWB

### **Ilkeston**

Good telephone communication and updates. SF/SF

It was all good. SF/SF

So near to home – very convenient. SF/SF

Both Kevin & Scott had the right balance of friendly & professional. SF/KH

Professional, sympathetic, one person contact. SF/SF

*To everyone at Lymns, especially Scott and Kevin. Thank you so much for your kindness and professionalism. It was much appreciated.*

### **Littleover**

Attention to detail, calm and understanding, very professional. AB/AB

### **Long Eaton**

Sensitivity and taking clear account of deceased wishes, no upselling or pressure to buy more services. LJC/LJC

### **Mansfield**

Respectfulness. SB/SB

### **Mansfield Woodhouse**

Elaine was excellent – supportive with the right personality and approach, plus very efficient. SEJ/AA

All liked. SEJ/AA

The professionalism of everyone. SEJ/JWB

Just want to express how excellent the whole procedure was. Completely faultless & we are all extremely grateful. SEJ/??

We were pleased with every aspect of the service given, we were treated with respect and kindness throughout. SEJ/DC

The quiet calm respectful way that

everything was carried out, helpful but not intrusive. SEJ/JWB

### **Nottingham**

Barbara and Matthew very helpful and professional – great staff. MR/MLR  
Funeral directors/drivers on the day of the funeral were very friendly/professional/understanding. MR/RJM  
Barbara and other staff are always polite and friendly. Nigel did a great job for us and helped me through a very difficult day! DMT/NLR

### **Ollerton**

The script prepared & spoken by Rebecca White, Celebrant. CJO/CJO  
They did what they said they would do. They were respectful at all times. Allayed preconceived thoughts around cremation. CJO/CJO/  
Listened to mine and my late mother's requests, re funeral arrangements and gave immediate information. CJO/JWB

### **Ruddington**

Empathy, Experience, ending advice, explanation of costs. TLS/TLS  
Friendly & Helpful. GLC/TLS  
Teresa's warm manner and her attention to detail- Additionally, gentle reminders if I forgot to do something. TLS/TLS

### **Spondon**

They were not pushy & happy to accommodate my wishes some of which were unusual & personal. FH/KH  
The friendliness and helpfulness. FH/GA

### **Stapleford**

Personalised service – overall very helpful and supportive during such a difficult time. TSR/TK  
Very personal service. TSR/KH

### **Sutton in Ashfield**

The choice of Celebrant and the Order of Service. JWB/JWB  
Karen was extremely helpful. KLH/JWB  
Overall experience. KLH/AA

### **West Bridgford**

A professional efficient friendly service at a very difficult time for us. SJD/TLS

Understanding, professional, pleasant. AMB/TLS  
Excellent staff. Collection of cards etc. and presentation after. SJD/MLR  
First class personal service. JLR/JLR  
Professional, courteous & personal conduct of Sarah Derbyshire. SJD/JLR

*Dear Sarah, Many thanks indeed for your care at the funeral. You looked very smart! Never seen anything like it!*

*Good morning Sarah and all at A W Lymn, I just want to thank you so much for such a wonderful funeral for my Mum yesterday. It was so lovely, in fact everyone said how pretty it was and it was! It's unusual to say that about a funeral but it was truly stunning. Even the arrival of Mum's coffin in that lovely car was fit for a Princess! The coffin itself was so lovely and we have all said "we will have one like that"!!! We had a lovely day weather wise and everything went off so well. I will remember it very fondly forever and I thank you from the bottom of my heart for making it such a special day for Betty's family and friends.*

### **Wollaton**

Empathy & compassion, suggestions & assistance. NAA/JRC  
Personal service & care given to all family members. NAA/RJM  
The feeling that they really cared about the deceased and the family. NAA

### **The Craftsmen in Stone**

*Dear Sharon and Ben, I would like to thank you for the beautiful headstone. You have done an excellent job - and it is such a pleasant surprise that the work was completed before my late husband's birthday.*

### **Could Do Better**

Name of Deceased was incorrectly spelt.

# Overall winner of 'Best Practice of the Month' 2018

It is time to vote for the overall winner who will receive a £250 reward.

Here is a reminder of the winners that are now eligible to win.

**David Crampton** 'We were asked if we would supply a Rolls-Royce to take Santa to his Grotto at Toton Tram Stop, where he was raising money for Forever Stars. David Crampton drove and asked us to donate his fee for driving to Forever Stars.'

**Gary Wagstaff** 'On arrival at a cemetery we realised that the grave had not been excavated to the requested length, the groundsman was completely fazed and ran off for a shovel (eventually came back empty handed). Gary retrieved a shovel from the hearse and, in front of mourners and priest, extended the grave with dignity and prowess. The rest of the team held the coffin securely whilst he did so.'

**Pete Jeffery** 'Pete built and tiled a vault in just over a day after Doncaster Council said they could not manage it, and a travelling family were about to be let down'

**David Powell** 'Helping to cap a vault by getting into it, when the slabs were extremely heavy.'

**Dick Stead** 'for retiring after 49 years and 11 months of service'

**Julia Carty** 'her flexibility and "can do" attitude at the drop of a hat.'

**Sharon Allen** 'On a home visit (outside of hours) the client was unwell. Sharon rang the clients doctor who told her to take the client down to the surgery immediately! The client has now fully recovered and was able to telephone to thank Sharon for all her help.'

**Donna Conroy** 'She dropped everything to take Artur to hospital after he cut the end of his finger off.'

**Anne Cooke** 'Agreed to cover the uniform orders and temporarily take back the stationery work whilst a new member of staff was appointed. She did a great job keeping things ticking over and worked the extra hours required to make sure everything got done. Her help was hugely appreciated.'

**Sarah Derbyshire** 'Her imagination in coming up with new window ideas is great! Every month there is something a little bit different to grab the attention of those passing by.'

**Neville Carridice and Peter Park** 'A celebrant mentioned, having lost her poppy pin badge, that she had concerns over delivering a service without one on display. Peter went to try and find it, but could not. Neville then stepped forward, removed his pin and handed it over for the celebrant to wear.'

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## Staff Number \_\_\_\_\_ Voting Slip

<b>David Crampton</b>	[ ]	<b>Dick Stead</b>	[ ]	<b>Anne Cooke</b>	[ ]
<b>Gary Wagstaff</b>	[ ]	<b>Julia Carty</b>	[ ]	<b>Sarah Derbyshire</b>	[ ]
<b>Pete Jeffery</b>	[ ]	<b>Sharon Allen</b>	[ ]	<b>Neville Carridice</b>	[ ]
<b>David Powell</b>	[ ]	<b>Donna Conroy</b>	[ ]	<b>Peter Park</b>	[ ]

Voting slips can be placed in the ballot box, in the administration office at RHH or sent via internal mail. You can also email ([emma@lymn.co.uk](mailto:emma@lymn.co.uk)), text (07916 140 406) or call (132) your vote to Emma (please include your staff number).

Closing date Wednesday 30th January 2019.

One vote per A W Lymn current employee only.