



Christmas and New Year Message 2019



Nigel Lymn Rose - Group Chairman

In this issue

2019, the year everyone thought I would retire (or at any rate hoped that I would!) is drawing to a close and our family business continues to go from strength to strength.

I am sure that my great-grandfather, grandfather, father and uncle would all have been proud to see the way that we continue to evolve. We acknowledge that none of this could be possible without the constant support and help of all those working with us. So many of you adopt the stance that our calling to the funeral profession is not a job but a way of life and that filters through to all those families that we serve at such a difficult time during their lives.

I acknowledge that occasionally things go wrong and my response to those around me may sometime appear vitriolic but I can assure you that I value each and every member of our team and this annoyance only shows through because of the disappointment I feel on the rare occasion that we fail in our service to our client families.

For the help and support you have all given us during the last 12 months I sincerely thank you and I am gratified to note that Ian and Jennifer have this year taken it upon themselves to give first line cover on Christmas day to enable those of you with young families to spend time with them.

It is important to remember that what we do revolves around the family unit. My Mum Sheila, together with Jackie, Penny, Matthew, Ben, Emma, Chloe, Pete and all our extended families wish everyone a lovely time over Christmas and express the hope that 2020 will be a good year that will see you and your families prosper, and for those of you that have had troubles in 2019 let us hope that next year will be better.

Once again thank you.



Laura, Joanna, Gary and Andrew collect their Diplomas

Page 2



Jackie scoops top award

Page 6



Voting slip for 'Overall Best Practice of the Month 2019' Single page

NAFD diploma graduates celebrate success at Birmingham City University



A huge congratulations to Gary Cooke and Joanna Widdowson on collecting their Diplomas in Funeral Directing from the National Association of Funeral Directors and Andrew Brown and Laura Fletcher for collecting their Diplomas in Funeral Arranging and Administration.

Annual Service for the Bereaved

from Jackie Lynn Rose



I was joined by Nigel, Lesley, Rob, Sheila, Julia and Jane 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. Thank you to Paula and her team at Wilford Hill for hosting.

Christmas Wreath

from City Flowers



Jo shows off the Christmas Wreath (before decoration) for the window at RHH.

Forever Stars Calendar



Please contact Emma if you would like to buy one.

Ollerton Christmas Fair

from Emma Percival



Colum offered mince pies and sweets to residents of Ollerton, as well as the chance for them to write a memory card.

Christmas Tree Festival Spondon Alight

from **Emma Percival**

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



from **Fiona Hall**



This year as well as mince pies and mulled wine, we had Father Christmas! Lesley came out of retirement to join Jane selling raffle tickets for Spondon Traders Association.

Twiggy from BBC Radio Derby popped in (pictured with myself and Ruth from Spondon Traders Association and George Simnett funeral directors).

Hucknall

from **Catherine and Caroline**



Hucknall in particular has had a bumper year - meaning we needed to buy an 'emergency' third tree.

Newspaper clipping

from **Laura Fletcher**

One of my clients mentioned that he had written a letter to the Daily Mail this year. They published his story in July, from when he was a flight dispatcher at EMA.

Funeral could have been up in the air...

SOME years ago I was employed as a flight dispatcher at my local airport. One day, we had a party of mourners travelling to Dublin for a funeral; the coffin was going as cargo in the aircraft hold. Just at the last minute the aircraft developed a technical fault and we had to offload all the passengers, baggage, catering, etc. As the passengers boarded the replacement aircraft, I was watching the mourners carrying their wreaths. I then had a thought: had anyone taken the coffin off the other aircraft which was in the process of being towed away to the hangar? We ran across to the aircraft and retrieved the coffin just in time.

Then there was a scramble to load the coffin before the aircraft started its engines. I often wonder what the funeral party would have said if the coffin had been left lying at the back of the hangar hundreds of miles away. A case of 'dearly departed' changed to nearly departed.
Dick Kirk, Wilford, Notts.

Follow-up

FOR the past three years we have found golf balls buried in our garden, first in flower beds, and this year in our lawn. So neatly are they buried that I guessed it must be squirrels mistaking them for eggs. Even more bizarrely, we do not live near a golf course.

Mrs S. L. North, Feltham, Suffolk.



Save the date...

Rose House (as it will be known),
Radcliffe-on-Trent
will have an open day
on Saturday 1st
February 1pm - 4pm.
Everyone welcome



The Family Funeral Service

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

Drivers

Excellent – 63

Good – 4

Satisfactory – 1

City Flowers

Excellent – 37

Good – 5

Satisfactory - 0

Arnold

Dear Mark, Ellie, Beryl and all the staff involved. Many thanks for your caring and sensitivity at a very difficult and sad time. Thank you also for your professionalism and attention to detail, nothing has been too much trouble and every effort was made to make the funeral a very special day. Thank you kindly.

Aspley

Good communication throughout the whole process. Regular updates on progress. LEF/DMT

To Laura and the staff at A W Lymn. Many thanks for the expert way in which you handled the funeral arrangements. The whole experience was very respectful and dignified. Laura deserves a special mention for her efficiency and the way in which she made the whole process stress free and straightforward.

Beeston

Friendly, efficient, helpful, I changed my mind on a few things which wasn't a problem. TAR/TK

Bingham

Support and help of all staff. DTL/SJD Efficient, sympathetic. DTL/DTL It was very personal. DTL/DTL Personal contact and respectful, professional approach. DTL/DTL Compassionate approach and staff's efficiency of getting in touch about arrangements. Order of Service very high quality. Big thanks to Dominic & Mark. MJC/DTL

Dominic, Yesterday you and your team delivered what can only be described as the most wonderful service I've ever attended. Despite it being saddened circumstances i can honestly say you did your utmost to make my granddad proud. Everything ran beautifully and your help and support were second to none. Granddad would of be very happy we fulfilled his wishes and it wouldn't of been possible with you all. So I send you all the thanks I possibly can although these wouldn't still be enough and from our family we will be forever grateful for all you have helped us with.

To Dominic, Thank you for everything you have done for us, your kindness,

understanding and patience is much appreciated.

Bulwell

The dignity of all people concerned from A W Lymn and the way the funeral was conducted was wonderful. KLN/NMR

All members of staff were very polite and helpful. They couldn't of done, any more than they did. RJM/RJM

Carlton

Respectful, professional and also very personable. JF/SJD

Good evening Diane and thank you on behalf of all our family for the hard work you have contributed in helping us prepare for today's Funeral Service. The attention to detail, especially last night in checking everything was right, and this morning in ensuring our chosen piece of music prior to The Committal was exactly as we wished, was greatly appreciated Please pass our thanks also onto Mark for his caring and professional approach in managing the whole time associated with Aunties passing.

Clifton

Professional & compassion. JMW/MLR The attention to our requested details, staff's ability to understand our needs. JMW/TLS

Dear Joanna, Thank you for your kindness and help you have shown me regarding my sister.

Cotmanhay

The kindness and making me feel at ease. MNI/TK Initial contact was made for us for both the Celebrant and our choice of venue afterwards. MNI/DMT

Derby

Dear Derek and Kevin, Thank you so much for all your help and support with the funeral. It was a real celebration of his life.

Hucknall

To Catherine, Carolina and the rest of the team at A W. Lymn. We cannot thank you all enough for what you have done for our family during this most difficult time in our lives. Going above and beyond for us all. Always there to answer our questions day or night.

Catherine and Caroline, Thank you so much for your fantastic support over the last few weeks.

A big thank you to everyone involved in arranging mums funeral. The customer service and attention to detail was perfection. It was just what we needed at this sad time, we couldn't fault a thing. I'm sure Mum would have been happy with everything you did for her.

Ilkeston

Friendly yet professional. MNI/KH
Everything carried out to our wishes.
NAA/MS
Did not feel rushed at any point during our visit. NAA/MS

Littleover

The help, kindness and patience at a very difficult time for myself and family and friends. DB/KH

Long Eaton

Very efficient – correct manner. LJC/
LJC

Thank you for the first class service from start to finish for our Mum. Your help and respect was outstanding. We would recommend you to anyone who asks.

Mansfield

The dignity they conducted the funeral.
DCC/AA

Mansfield Woodhouse

Very efficient. SEJ/RK
Took note of all requirements and carried them all out to the letter. SEJ/AA

Nottingham

Everything was perfect. MR/JLR
I could not have got through this terrible time without Jackie's support. She was outstanding. JLR/JLR
All so friendly, do anything for you, outstanding help. MJC/MJC

Dear Sharon, thank you so much for all your help. Sorting out the order of service for dad's memorial last week. The ceremony was beautiful, with lovely tributes made to my lovely dad. We had compliments made on how well the order of service looked the celebrant said it was the best she had seen! Thanks once again for your time and patience.

Ollerton

They even turned my car around for me at the church & when I requested a single flower from my mother's arrangement to throw on to her coffin, it was not forgotten and passed to be respectful. CJO/CJO
Funeral director was excellent in helping me arrange funeral for the first time I had to arrange. CJO/CJO
Always there to help answer question or give advice. JWB/CJO
Very friendly. CJO/JWB

Osmaston Park

Personal service, compassionate, nothing too much trouble. MC/MC

Radcliffe on Trent

All staff friendly and helpful. JK/JK
The care and concern shown to us. JK/
JK

To Lindsay, Jane, Wayne and everyone at A W Lymn. We could never put into words how grateful we all are, for the care, kindness and support you've shown us since losing Dad. We can't recommend you highly enough.

Rainworth

Sympathy approach to be very genuine. WEW/DCC
The kindness & care given. WEW/DCC
This has been our 3rd funeral since February, Wendy & David have given excellent service, compassion, care and attention to detail. A big thank you to all the staff who helped us through each service. WEW/JWB

Ruddington

The calmness, care and comforting manner of the team at Ruddington, especially Teresa Spencer. TLS/TLS
Warm and friendly. JK/JK

Shirebrook

Jackie at Shirebrook could not have been more helpful. JP/AA
The cleanness and the sympathy of the director very professional. JP/AA

Spondon

All personnel highly professional yet friendly and understanding. FH/KH

Stapleford

Immediately put at ease, nothing too much trouble, very thorough when checking every detail. TSR/JRC

All of it. TSR/DMC
All from start to finish. TSR/RJM

Sutton in Ashfield

Very courteous and friendly felt very comfortable in her presence. KLH/AA
Everything and all involved where excellent. KLH/AA

West Bridgford

Personal contact. AMB/RJM
Professional manner of all staff. The way all physical arrangements were taken away from us and dealt with so that we could deal with other matters. AMB/TLS

Wollaton

Everything. DMT/DMT
Alan was very helpful. APM/DMT

We would like to express our thanks to all the staff at A W Lymn in Wollaton for their professional and compassionate manner in arranging my Dad's funeral. We would especially like to thank Mr Alan Matthews for his help and guidance during this sad and difficult time. My mum would also like to mention Julia Carty who was especially supportive to her throughout the service with her caring and dignified nature.

Just a brief message to say how pleased I am with the way Alan (and the rest of the staff) at your Wollaton branch have conducted themselves, both at my mother's funeral yesterday and in all my dealings with them from the moment I first made contact with your company. I would also like to say how professional and empathetic Rebecca White (the incumbent Alan suggested) was and what an excellent service she delivered.

The Craftsmen in Stone

Dear Mary, Thank you for all the help you gave is over the family headstone at Wilford Hill. It was very much appreciated.

Many thanks to Mary for her prompt attention.

The stone looks fantastic And thank you for the flowers also. From Louise in long Eaton to yourself in Nottingham, thank you for your help over the last few weeks

Could Do Better

None

Best Practice of the Month

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

Congratulations to Neville Carridice and Ian who have won this months Best Practice award.

Nev and Ian were nominated by Matthew Lynn Rose

‘Both dropped other commitments to spend two nights away and do an Ireland trip, taking the fleet over the Irish Sea without me!’



Louise Revill has been nominated by Neville Carridice

‘I would like to put Lou forward for employee of the month, as she has gone above and beyond her normal

New Rolls-Royce 25/30

from **Luke Rogers**

The latest car on the fleet is a 25/30 limousine from the 1930s, finished in blue, including the Ace wheel discs, with black wings, black leather interior to the front, and light tan cloth to the rear, all enhanced by wood veneers. It comes with a history file which includes an old green logbook, invoices and correspondence going back to the 1960s, and a complete run of MOT certificates from 1973 to 2012, during which time the mileage has increased steadily, the car covering 39,000 miles during this time. The car was with one owner for 36 years, from 1969 to 2007, and with two owners since.

work duties. Despite all that’s going off in her home life she still gives 110% each day, and she’s one of Jackie’s Angels.’

Russ Kemp and Mark Ridout have been nominated by Kerry Bishop.

‘Both Russ and Mark for always returning petal baskets to the florists.’

Matthew Kavanagh and Gary Seymour have been nominated by Tina Roberts and Louise Cook.

‘During the wet weather the Long Eaton second chapel door had swollen. We could not have shut it on our own but Kav and Gav were able to get it shut in time for a family to view.’

Bob Pooley has been nominated by Ben Percival

‘Bob has been a huge help with training Tom in his new role within the memorial masons department’.



Courtney conducts her great grandma Giddy’s funeral



Trailer tests

from **Ben Percival**



Congratulations to Luke and Tom for passing practical examinations which allow them to tow trailers. They were tutored by Kevin from Hoot Hoot, who also gave refresher lessons to Gary Seymour.

Seen in Nottingham



Flying Christmas? Spirit of Santa?

WOMEN IN BUSINESS AWARDS 2019

headline sponsor: HILLARYS

Lifetime Achievement Award: Jackie Lynn Rose from A.W. Lymn

'I do what I do for the families'

As a director at family-run funeral service A.W. Lymn, Jackie Lynn Rose interacts with people during the most traumatic moments of their lives. Jackie spoke about her career to Business Editor Matthew Bunn.

A career in the funeral industry is not a "forgone conclusion" for any member of the Lymn Rose family, which is behind the historic Nottingham firm A.W. Lymn.

Yet for director Jackie Lynn Rose, working with people in their most emotional moments was never far from her mind.

Miss Lynn Rose moved to Birmingham in the 1970s as she trained to become a PE teacher.

During her studies, she also took a course in embalming and after a year in teaching, she realised her passion was in her family's industry.

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"Teaching wasn't in my blood," said Miss Lynn Rose, who lives in Nottingham. "So I worked as an embalmer, serving several funeral directors in Birmingham."

The former president of the Institute of Embalmers' decision to enter the industry is one that has seen her travel around the world.

In 1991 she joined the Kenyon International Emergency Services organisation, which provides disaster response services around the world.

She remained with the organisation after returning to Nottingham in 1992 to become part of A.W. Lymn and



Nigel Lynn Rose receives the Lifetime Achievement Award from Susan White of Hillarys on behalf of his sister and colleague Jackie Lynn Rose (pictured right).



do, do because we have a passion for it. "Everyone employed in the funeral industry should feel for the family and they should consider what they do to be a vocation, not a job - that is so important.

"One of the most valuable aspects of our jobs is kindness."

After a distinguished career, Miss Lynn Rose has now been recognised for her work again. She was named the recipient of this year's Lifetime Achievement Award at the 2019 Nottinghamshire Live Women in Business Awards. The honour recognises a woman who has made an outstanding contribution to the business community.

Miss Lynn Rose said of being given the award: "I was overwhelmed when I heard. I do what I do for the families we serve and I don't do that for any recognition.

"I am humbled by it, very pleased, but I hang on to the fact that I have been awarded that because of the families we serve."

Nigel Lynn Rose, chairman and Jackie's brother. "She's done so many things that are really quite difficult to do with the Kenyon Emergency Services. There's a saying 'Who councils the counsellors?' and really, we rely on ourselves to help each other [in the business]. Jackie's very good at that, I'm very proud of her.

"We've worked together now for 25 plus years and we've seen a lot of change and it's a privilege really that families come to us. They come back and back and back and back again because we really do try to get things right. It's really all about trying to get things right and the feeling that it gives you. We don't view it as a job, we view it as a vocation."

"I'm now of retirement age and I've seen this transformation come about and I've never understood why there's been a resistance to empowering women in so many environments.

"It just doesn't make sense. I'm glad to see that six of the seven areas we work in are now predominantly female, which they weren't before."

helped in emergency situations until 2004. Her role within the service included identifying victims, repatriation and also dealing with families.

Her last job with the group was assisting in Phuket, Thailand, after the Boxing Day Tsunami of 2004, which killed an estimated 227,000 people, including many British tourists.

She was also among some of the first western humanitarian workers to cross over the Iron Curtain when Aeroflot 593, travelling from Moscow to Hong Kong, crashed into a Russian mountain range in 1994. All 75 occupants died in the crash.

Miss Lynn Rose said: "I don't have any regrets over the career path I have followed. "That took me all around the world." She added: "Throughout the whole of my career I have been humbled by the graciousness of the families that have dealt with loss. It never ceases to amaze me."

The majority of that career has now been spent in Nottingham and with A.W. Lymn, where she is part of the fourth generation of the family that set up the company in 1907. Today, it conducts more than 3,000 funerals ever year. She joined in 1992 and is now a director.

In addition to her responsibilities at the firm, she is also now an examiner for national funeral exams.

"It was never a foregone conclusion we could or would work in the family business," she said. "Those of us that

HILLARYS

empower

inspire

celebrate

WOMEN IN BUSINESS

Women are at the heart of our business, they are our leaders, colleagues, collaborators and customers. We continuously strive to empower, inspire and celebrate our colleagues, so we're honoured to sponsor the inspirational women of Nottingham at this year's Women In Business Awards 2019.



Hillarys have helped make homes beautiful for over 45 years. Discover our made-to-measure blinds, shutters and curtains range at hillarys.co.uk

Jackie was unfortunately away at the time of the awards, so Nigel attended and collected the award on her behalf.

Radcliffe Update

from **Matthew Lymn Rose**



The building work is coming on well. The first fix electrics and plumbing are well underway. Plastering has also started.

The roof on the main building is now complete with just the garage front gable to do.

Work opportunity day

from **Dan Barnes**

My daughter Elisha joined me at work for a 'work opportunity day'. Through the day I talked her through different aspects of the funeral arranger role, going through branch facilities, office layout and filing, emails, Funeral Guide, Wesley, obituaries, finance and an arrangement overview. She thought she was going to have it easy!



Lorry Funeral 1 complete!

from **Matthew Lymn Rose**



Baby Loss Window

from **Tracey Sweeting-Rowe**

A local resident was so touched by our recent baby loss windows, she wrote and bought this poem in to the office.

I'm remembering your birthdays.
Autumn focused. The glorious colours.
shafts of light. Parties of little girls
in party frocks? Tactile shining conkers.
stencilling sycamore leaves.
Playing helicopters – ash or
sycamore wings crumbling
with wails of disappointment.
The general messiness until
you were too old for parties.

Then we went for autumn walks
ending with a birthday tea.
A burger bar or KFC; a teenage choice?
G would have designed events for you.
Your father and your older brother
looking on indulgently
from their great heights of older age
and masculinity.

Or trips to London, the museums?
The theatre or a ballet?
I'm recalling my own seventeenth;
Lyons Corner House and
Salad Days at the Savoy.

Today your seventeenth and mine
do not seem far apart.

Your eighteenth year,
when I got sentimental before
you went away to college.
The end of October.
Had you already gone by then?

Of course you had.
You had gone long before,
the day after you were born.

ARP

Overall winner of 'Best Practice of the Month' 2019

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.

Brian York '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.'

Colum O'Shea 'Colum has worked really hard in Ollerton and is getting involved in lots of community events.'

Wayne Lambord 'Wayne helped to build a vault on a travellers site in Wellingborough, having agreed to cover illness in the maintenance team at the last minute. He gave it his all and nothing was too much trouble, even volunteering to continue helping the following day to ensure the family were not let down.'

Malcolm Barham, Joe Parton- Buckeridge and David Hills 'Malc, Hills and Joe went above and beyond, piling in and helping to dress a grave when the wrong one had been dug.'

Joe Parton- Buckeridge 'On a funeral Joe was the second car driver. The four sons (all under the age of 20) who were travelling with him, said how lovely he was and how he put them at ease. He gave them tips on carrying the coffin and complimented the coffin spray they had chosen for their dad. He was also on hand to help with the flowers and listing. Nothing was too much trouble. Joe does this on every funeral.'

Pete Jeffery 'The signage Pete created for the Nottinghamshire Show, was amazing.'

Joe Parton-Buckeridge, Dean Spencer and Jim Stead 'During staff shortages in the stonemasons Dean and Jim along with Joe really pulled together. Dean came in from annual leave, Joe was seconded from his normal driving duties and Jim worked really hard.'

Dean Spencer Dean 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.'

Gary Phipps 'Gary for all his hard work he put in on his first vault'.

Malcolm Barham 'Malcolm didn't know what the day ahead entailed when he was on the daily list for grounds work at Bingham but he was very willing and worked hard for a long and physically demanding day. Although it was far from a normal day at the office for all of us, the difference between before and after was a huge achievement'.

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

Kerry Bishop and Jo Lee 'I was ready to depart from RHH with a funeral when I noticed the floral letter tribute was blue edged although the arrangement specified "red edge". Kerry and Jo stopped what they were doing and speedily replaced the blue with red'

Voting Slip

Brian York	[]	David Hills	[]	Julia Carty	[]
Colum O'Shea	[]	Pete Jeffery	[]	Kerry Bishop	[]
Wayne Lambord	[]	Dean Spencer	[]	Jo Lee	[]
Malcolm Barham	[]	Jim Stead	[]		
Joe Parton-Buckeridge	[]	Gary Phipps	[]		

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

Closing date Monday 23rd December 2019.

One vote per A. W. Lymn The Family Funeral Service current employee only.