



The Family Funeral Service®

Staff Newsletter

October 2021

Nigel Presented with Lifetime Achievement Award

We are delighted to announce that our Company Chairman, Nigel has been awarded with the SEIB and National Association of Funeral Directors (NAFD) Lifetime Achievement Award after dedicating over 50 years of service to the community and to the bereaved.

The award was presented to Nigel at the SEIB Insurance Brokers fourth annual awards, designed to honour individuals and organisations operating across the funeral, mental health and equestrian sectors.

Held at the Dallas Burston Polo Club in Warwickshire, SEIB joined forces with the NAFD to present the Lifetime Achievement Award.



The award was presented to Nigel by Kate Edwards, President of the NAFD, Suzy Middleton, SEIB’s Chief Executive Officer and Bipin Thaker, SEIB’s Chief Operations Officer.

Nigel said: “I am truly humbled to be presented with this award, even hearing the news that I had been nominated was a huge surprise. Often people ask me why I don’t retire, but my work is my passion, and I don’t want to do anything else.

“I’m proud to be part of such a wonderful industry which continuously strives to help others, and to attend an event such as this which recognises the hard work delivered in the funeral sector is a real pleasure.”

Nigel was joined at the award by Penny, Chlöe, Matthew and Alanna.

Media Coverage



Having spent her whole life being happy ‘behind the scenes’ Chlöe had her Radio and TV debut all in one day! Matt Wynman (stage name of Matt Winman) was also happy to be interviewed about how the company has fared during the COVID Pandemic.

Both did an excellent job of representing the company.



‘Our family serving your family since 1907’

Acorn House remember those residents who lost their lives during the pandemic

Jackie was touched that her aunt Joan Spurr née Lynn was remembered by the care home she was a resident at.

The home organised a blue wall plaque and planted a tree to remember Joan and other residents.



Jackie was pleased to be able to help a lady by allowing her to borrow a chauffeurs cap for a 1940s wedding!

Generation Six plus Matthew and Alanna were delighted to have a ride in the Horse and Carriage "Cinderella"



carriage at the recent charity open day. Sue commented that it can be used for funerals if requested! Thank you to Sue and Garry, the children loved it.

"City Flowers"

Kerry created this floral tribute, complete with Teddy Bear for the funeral of a baby girl.



Oliver and Zara were surprised when an air ambulance landed on their Grandpa Nigel's lawn!

Although Nigel and Penny were away, they loved the photographs and Nigel commented 'The helicopter used the lawn because of the state of the road to my house, it is so bad that road ambulances struggle to make the journey. This is also the reason why my cars always need washing!'



David coming to the help of a mourner at a recent funeral and channelling his inner 'Snoop Dog' at RHH.

The Type 21 memorial at The National Memorial Arboretum Alrewas

Positioned just to the left hand side of the main Falkland's memorial at the National Memorial Arboretum (NMA) is the Type 21 Association Memorial, it was paid for by funds raised from the members of the Type 21 Association. Its relevance is to honour and remember those sailors of the Royal Navy who served and ultimately gave the ultimate sacrifice.

The Type 21 frigates came into service at the height of the cold war. They were built at speed and totalled eight in number and became the 4th Frigate squadron based out of Plymouth. Their main role was anti-submarine warfare and at the time had the most up to date weaponry.

Sadly two of the ships HMS Ardent and HMS Antelope were lost during the Falkland's conflict and the men lost with her remain at sea in the calm waters of the Falkland's. In accordance with naval tradition their bodies will never be recovered from the depths and their resting place a war grave.

An unknown fact is that every Royal Navy ship that visits the Falkland's must send divers down to all the war graves and replace the Union Jack Flag, there are more than the two type 21's that went down.

I go off course! Our memorial was needing a bit of TLC and I spoke to Matthew and asked for his assistance, he gladly offered his help and spoke to Luke who sent two of the finest to sort it out.

I have sent the pictures to our association and the overwhelming message is thank you to Matthew to saying it could be done, to Luke who organised for the work and to Spud and Jordan completing the job, even with a ranger watching you! A little surprise for you all the Type 21 Association now recognises A.W. Lymn as an honouree member of our club. Welcome.

As most of you know I was in the Royal Navy and I was proud to serve on F185 HMS Avenger for over four years, traveling many global miles with her. She was one of many ships I served on. Sadly the Type 21 became outdated and the remaining six vessels were sold to the Pakistani Navy, even sadder HMS Avenger was used for target practice by them and sank, she is now a diver's reef.

If ever you get a spare day I would encourage a visit to the National Memorial Arboretum at Alrewas to see the many memorials and exhibitions to honour not just our service personnel but people from all walks of life. I always find it a truly inspirational time when I visit. Best of all it's free you just pay for car parking. If anyone needs any help with visiting just let me know.

Once again A.W. Lymn, Matthew, Luke, Spud and Jordan.
I salute you all - Thank you

Neil D. Reeves *(The tall chap from Derby)*

As the Navy say in remembrance:

Calm seas and fair winds, rest easy your watch is complete.



Before



After



A Very Young Neil of HMS Avenger



Training Programme 20th Anniversary

September 2021 marks 20 years since the Company launched the Training Programme. It was originally introduced to offer choices other than attending university for those looking at a career in the Funeral Industry and gave Trainees the opportunity of a 'kickstart' into the profession. The content and objectives of the course remain the same 20 years on.

Our programme enables the trainees to gain the relevant qualifications and come out of the four-year course in a position where they are completely ready for the profession. We allocate time around all the different departments of the business, so trainees understand the role from each perspective of the team. We know that becoming a funeral director is very often a vocation and not just a job but we hope that the course gives trainees the qualifications, support and direction to enable them to offer the best support to families at their time of greatest need.

With the latest position being filled just a few weeks ago, we are now at capacity on the course but we hope to continue to employ a new recruit to the course at the start of September each year going forwards. Anna Benfell joined the team most recently and I'm pleased to see a lovely write up from Anna in this newsletter and following her induction, wish her luck with her first position with the Craftsmen in Stone. Ethan Hickey has completed his first aid and National Association of Memorial Masons (BRAMM) qualifications and is currently with Brian in the Coffin Workshop. Charis Bull has her first aid and BRAMM qualifications too and is now in the Nottingham office about to embark on the NAFD Funeral Arranging and Administration Certificate. Isabel Walton is the furthest along having also completed her Institute of Advanced Motorists training and Isabel has nearly completed one of the toughest elements of the course, the British Institute of Embalmers qualification.



The current trainees: Charis, Anna, Issy and Ethan

We are pleased to have such high calibre trainees on the course and are grateful to Emma who has been working hard to promote the course in our funeral homes, in traditional media and on social media platforms. Altogether, the programme offers placements in all eight areas of the business, which includes funeral arranging and directing, stone masonry, preparation of the deceased, floristry, coffin preparation, fleet maintenance, driver/bearing and administration. We are keen to continue to attract the best trainees so if anyone knows of any interested parties then please ask them to get in touch via email to careers@lymn.co.uk so I can provide them with more information.

Looking back to when the course began, the first trainee to join was Jonathan Baker, who started 20 years ago in 2001 and has now risen through the ranks to the role of Senior Funeral Director for the Mansfield area. Jonathan joined A.W. Lymn while still at school studying for his A-levels. He said when he was given the choice of doing work experience, he turned to the funeral directors which led to him working through the school holidays as a bearer and then became the first person to go through the new training programme. Stacey (Mansfield Woodhouse) and Colum (Ollerton) also started their time with A.W. Lymn on the training programme.



A fresh faced Jonathan Baker in the Mansfield funeral home.



Stacey Burman arranging a funeral in 2013.



Colum O'Shea after completing the Stonemasons qualification.

Welcome to... *Anna Benfell*

My name is Anna Benfell and I am from Barnsley in South Yorkshire. From a very young age I have been very spiritual and knew that I wanted to work in the funeral industry with a passion for looking after the spiritual body and supporting their families in times of greatest need.



I have an interest in anatomy and physiology but my interest in death is not purely biological; I am also fascinated by the diversity of belief systems associated with death and dying. My personal belief is that life is eternal, and that death is the process of the soul passing from this life to the next following its journey on the earth plane. However, I also believe that it is important to understand and respect that there are other beliefs, traditions, and cultural practices. I feel that my interest in the scientific aspects of the body, combined with an empathic approach towards diversity in beliefs and practices, will enable me to demonstrate the utmost respect when preparing the deceased for the final goodbyes from friends and family. I feel very honoured to have been given this opportunity with A.W. Lymn to become the best that I can be.

I am excited about having the opportunity to realise my life's ambition of a career delivering high-quality care and funeral services with compassion and respect. I am exceptionally passionate, dedicated, and enthusiastic. Because of this I will thrive on the Training Programme when completing the funeral administration and arranging diploma, the funeral directing diploma and the emergency first aid at work qualification. I will also be successful in gaining membership of the British Institute of Embalmers, membership of the Institute of Advanced Motorists and a BRAMM memorial masons fixers license for. And even more importantly working through departments gaining skills and developing valuable knowledge and experience.

It has been quite a big change for me moving away from my family at eighteen, but everyone has been very welcoming and supportive, and the family atmosphere is very reassuring. I already feel at home. My training programme colleagues have supported me in settling in and showing me the local area, I feel I have already made friends for life. I am very grateful for the unique opportunity that A.W. Lymn The Family Funeral Service has offered me, I look forward to moving through the departments and learning from the skilled and knowledgeable staff, in my introduction weeks I have spent time in the florists, coffin workshop, stone masons, mortuary, drivers and office and thoroughly enjoyed every moment and I look forward to serving the families of Nottingham.

Michael Ince-Tivey

Hello, I am Michael and I have recently joined the company as a full time driver / bearer based at Robin Hood House.



I have spent the last 15 years working for the same company selling nuts and bolts, so this role is completely new for me.

I live in Daybrook with my wife Stephanie and children Marcus (15), Rebecca (12) and Triston (11). Most of my spare time is taken up with looking after the children as two of them have autism.

I am looking forward to meeting you over the coming weeks.



Ian, Jake and their partners were pleased to attend a charity event at Bakewell celebrating the 100th years of the Royal British Legion.





Client comments collected during August 2021

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 KLN/JLR was arranged by Kim and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at
www.funeralguide.co.uk/funeral-directors
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 78

Good – 3

Satisfactory – 0

City Flowers

Excellent – 37

Good – 3

Satisfactory – 0

Arnold

Staff very polite and respectful all the time. ES/EPM

Respect/care. ES/JLR

Personal contact by funeral director.

ES/JLR

The lead person on the day of the funeral was outstanding & extremely helpful. ES/PCR

Very patient during the planning phase, celebrant also very patient & excellent service. ES/JLR

Sympathetic, professional. RK/RK

Hi Emma, Thank you for organising such a beautiful funeral today. Everything went so smoothly and all The Lymns personnel involved were wonderful. The kind, caring and reassuring attitude of all concerned made a very sad day bearable. Please pass on my heartfelt thanks to all those who supported us through this difficult time.

Hello Emma, We would like to thank you for assisting us during the funeral. My little boy looked so peaceful that day. He was just sleeping as if I could wake him up for a cuddle. The service passed so well and we had a peaceful burial too. Thanks for all your efforts you put in place for it to happen. We appreciate it so much. I will tell his brother he has a special guardian angel watching over him.

Aspley

The service from Joyce Farrell was absolutely brilliant, her caring and empathic nature is a credit to Lymns. JF/NLR

Due to Covid only 60 in Crematorium but not anyone's fault/loved the screen of photos. Please relay our most heartfelt thanks to all concerned – they were all amazing! JF/KNC

Took care of re-organizing extension of the grave by cemetery staff as was not dug to Lymns specifications. JF/KH

Every aspect seemed to be very well ordered. JRC/TK

Beeston

Service by Donna Conroy – very professional, respectful and took care of everything very well. DMC/DMC
Friendly, but professional. GB/JLR

To all the team at Beeston, Thank you for looking after our mum and for arranging a lovely service.

There are no words to express...

Bingham

Attention to detail. DTL/MLR

Evening Dominic, Just wanted to say, from the bottom of my heart, thank you to you and your team today. From the moment we left Bingham to the end it was perfect. Lili did an incredible job too, and the whole thing felt just tight for Dad. Amazed myself I got through the eulogy, but hope it was ok. Thank you again for all you did.

To Dominic, My Dad and I would like to say a huge 'Thank you' for all your help and guidance through the various steps we had to take following Mum's death last October. You made everything happen so smoothly and listened to us at a time when we needed support to do our best for mum. Dad is deeply appreciative of the professionalism and empathy you offered to him at such a difficult time. I am grateful at your patience at answering all my questions and helping to guide Dad at each stage. Thank you.

Bulwell

Everything was lovely very helpful & caring staff. DD/NMR

Your drivers made us relaxed and was very nice people. DD/TK

Carlton

The attention to detail & respect afforded to our family was exceptional. MJC/RK

Very professionally done. MJC/NMR

The empathy of all. JK/JK

The service was excellent from start to finish! NMR/NMR

Professionalism, friendly, helpful with Mark Ridout and Julia NMR/JRC

Personal touch, nothing was too much trouble. We were well looked after – as was our deceased mother. RK/NMR

Clifton

Attention to detail, very professional made a very sad day run very smoothly. JMW/JMW

Joanna, this is just a small token of our appreciation for all the help that you have given during the past two years. We are so grateful for your support and guidance.

Cotmanhay

How friendly and approachable the staff were. MNI/NDR

At a very distressing time, made to feel comfortable as possible. Personalisation of the Train urn. MNI/KKH

To all at A.W. Lymn, Thank you for helping and being part of two funerals we've had to do close together. The care and dignity and service you've provided for both has been amazing. During this sad time, we cannot thank you enough, right down to the services. Thank you so much.

Derby

The Cars, chapel of rest, service brochures. Kevin Hall and Karen were both very helpful and friendly when arranging the funeral. KK/KH

Hucknall

Dear Jackie, Caroline and all the team. On behalf of all the family, we would like to say a huge thank you for your help, care and support throughout all the planning for the funeral. His send off was everything we wished for and that he deserved. Professional, personal and peaceful. Thanks to you all.

Ilkeston

Advice given during arrangements. Staff and celebrant on day of funeral. NAA/LJC

Nicola / Michelle, Just a quick note of thanks for the wonderful, considerate and caring service you provided to us all at this sad time.

Dear Nicola/ Michelle, I just wanted to let you know that the family were very impressed with the service we received from yourselves, from Donna at the service and from the rest of the team throughout at A.W. Lymn. Your professionalism and amazing sensitivity allowed us to grieve and create the funeral we wanted for mum. Every contact with yourselves was

kind, considerate and patient making this whole sad process completely easy for us. Many of us who visited mum in the Chapel of Rest were very happy with the care and dignity given to mum. We all thought she looked peaceful and her usual self. The easy access, provided by yourselves, allowed many of us to see mum one final time. Please pass on our gratitude to those who prepared mum. I would also like to say thank you for providing us with the details of Tracey Matthews the celebrant. We were very pleased with her service and the professional contact between yourselves and her made the planning process so easy for us. Every time we communicated, I felt at ease to make changes and working together so well allowed us to give mum the farewell we wanted. Once again, Thank you.

Littleover

Dan Barnes who, arranged everything, is very kind, professional and caring, with what is, the worst time of my life. DBB/MC

To all the staff at A.W. Lymn. A big and sincere thank you for the professional way you handled my Dad's funeral.

Long Eaton

I thought Richard Marshall was excellent in research & presentation. DB/MS
Respectfulness shown from time of collection, throughout the funeral and afterwards. DB/LJC

Mansfield

Excellent throughout!! Big thank you to Tina Clay and Adam Humphries. TC/JWB

Mansfield Woodhouse

Jonathan was the embodiment of respect, walking before the hearse from your site, outside her house and at the Crematorium – wonderful. WEW/JWB

Very caring towards everyone. JWB/JWB

The professionalism of all the staff but that also they made us feel listened to. CM/AA

The overall customer service, attention to detail and very dignified funeral

management. WEW/JWB

Nottingham

The procession of one of the attendants walking in front of the hearse. PCR/PCR

Attention to detail and the hard work Joyce and the team put in to getting an Imam and honouring my dad's last wishes. JF/JLR

Kindness shown at all times. Thank you Paul! x PCR/PCR

All very caring excellent from the first contact and last being on the day. Perfect. KDB/PCR

It felt so personal. Jackie & her team are so professional & caring. MR/JLR
The level of professionalism displayed by Paul Richardson and the other employees; Neville, Chris, Megan. PCR/PCR

The family would like to thank you so very much for the funeral of my son. Words cannot express thanks for the loan vase you kindly provided. What a wonderful surprise. Also our love and gratitude to Danny for being such a wonderful man during our grief at that time. Also our thanks to Kevin for being so nice and understanding. God bless you all.

Osmaston

The respect & courtesy. NDR/NDR
We were put at ease straight away what could have been an ordeal, was handled beautifully. MC/MC
All of the service. MC/MC

Radcliffe on Trent

They were all very professional. The service went exactly as planned. EM/JK

Professional & sincere from start to finish. Went out of their way to help us. Could not recommend you enough. Thank you so much. Emma and Jane were absolutely fantastic, they made a difficult time so much easier. Please pass on my personal thanks to both. Rachael. EM/JK

Very professional service. Everything was planned carefully and all the family wishes carried out – thank you. EM/MS

Jane & Emma acted professionally at all times, but were also empathetic, kind & caring. EM/JK

Rainworth

Mr David Clarke and all staff for sincere support, gentle sympathy and practical kindness. DCC/DCC

All of it. JRC/AA

Passing a rose from the wreath to hold & keep during the service – very personal touch. DCC/DCC

Professional, friendly, empathetic. RSH/DCC

Very caring, compassionate, showed great respect. RSH/DCC

We felt Becky Hogg was outstanding. She answered any questions we had promptly. She paid attention to all the finer details and was approachable & respectful – a real credit to your company. RSH/AA

Ruddington

Very patient, Very empathetic. Calm presentation, reassuring. EPM/EPM

The professionalism and care. SNN/TLS

Morning everyone,

It was never in question that I would request A.W. Lymn (Albert Oliver & Sons) of Ruddington to act on behalf of us for my Husbands Funeral, to be held at St Lawrence Church Gotham.

You have acted previously for my late Parents and in laws, but for me it was about the setting of the premises with such lovely gardens and is situated in such a peaceful tranquil place and I knew he would be well looked after - which he certainly was. From the initial phone call we were treated with the utmost respect, compassion, dignity, care, and professionalism shown - which you do expect (and we certainly was) - but for me It's also about the little things that mean so much and it those that you will always remember and will stay with you. Death is a certainty and it's not nice having to choose coffins etc for your loved one and can seem very clinical, but Teresa made it effortless with such compassion with all her years of experience. Teresa also picked up that my Son was struggling with something and seemed upset straight away she asked him "are you ok, please tell me if something is troubling you" - It was the initial time of the Funeral (later in the day) my son felt he couldn't handle

having to wait into the day. - "Don't worry it needs to be right for you all, I totally understand we can change it" straight away Theresa made a call and it was arranged for the same day still and for a time that was perfect. Edward then took over looking after us (due to holiday) which we were advised of straight away and wasn't a problem. I had previously commented that where we lived was a very tight road and that access may be difficult, but I would dearly like the cortège to go from home if we could. I received a phone call a couple of days before my Husband's funeral to explain that Edward was in the area and that he was going to bring the hearse to basically check out the access and also that it was ok with me to do so, plus my feelings were of his concern and wanted to let me know beforehand. Edward made himself know to neighbours at the time what he was doing and they have commented on how professional and caring he was. I know this probably is normal practice for yourselves but for me it was going above and beyond and I truly thank you. Edward rang again to explain it all depended on the day with vehicles parked etc, but had a plan B if on the day it wasn't, and that they would do their utmost to make it possible for me. I am so glad to say on the day we were able to without any difficulty. The day prior to the funeral Edward rang to go through all the arrangements with me and to sincerely apologise that he wouldn't be looking after us on the day after all "but I can tell you that you certainly will be and that Matthew Lymn Rose will be attending to you". I believe that Edward hasn't been with you long, it clearly didn't show he was so caring and compassionate and I am certain he will be an asset to you in the future. On the day Matthew sincerely apologised that he was the 3rd person in our journey. I know it's usually the same person that sees everything through, but It certainly wasn't an issue for us because we got to meet 3 of the most lovely people in the business all unique in their own way with their care and compassion shown. Matthew obviously having the family

connection - his professionalism, compassion, respect and dignity is undefinable and clearly stood out, and was throughout assuring me with such comforting words.

From walking the cortège through the village to church, and afterwards pausing the cortège at South Notts Bus Garage where my husband worked, and talk about timing a bus pulled up and had to wait due to time. Matthew spoke to the Driver and made a point to tell us on arriving at Wilford Hill that the Driver did know my Husband. What stood out for me the most was that Matthew made it possible for me to say an intimate final goodbye, and gave me a rose taken from the floral tribute from my Husband. Probably been done so many times before - but for me at that moment I was made to feel the most special person in the world to say a final goodbye to my loving Husband - and that will stay with me for ever. I have received nothing but wonderful comments about everything, not only about my Husband and Church Service but also with regards to A.W. Lymn on the smartness of the staff, funeral cortège and their overall compassion and professionalism shown. It was a sad and difficult day for myself and family, and if this makes any sense at all it was also a special day and a lot of that is down to yourselves on behalf of A.W. Lymn. Myself and family thank each and everyone of you. Kind regards.

Shirebrook

Everything including the coffin, order of service and condolence book were outstanding. JP/AA

Spondon

Very personal and kind service. FH/KH

To Whom it may concern, I would like to put on record my appreciation of the work of A.W. Lymn in general and most specifically Fiona Hall. From the first phone call, made a few days before of the loss of my Father, through the whole process up to the collection of his ashes, Fiona could not have done more to help and inform, support and communicate. For a variety of reasons,

not least the pandemic and the age of those closest to Dad, as a family we wanted the very lowest of low key services and we were able to obtain precisely the service we required for dad. Too often we are tempted to amplify the negative. I think this is an occasion to applaud the positive and say a very heartfelt 'Thank you' for a brilliant service offered by the team at A.W. Lymn and specifically Fiona who is a really professional person, good at her job and radiating a calm charm that made the potentially upsetting process as easy as imaginable. Thank you to her and the rest of the team for a job very well done.

Stapleford

Tracey Sweeting-Rowe went above & beyond her role. TSR/JRC

Sutton in Ashfield

Personal Touch. Karen (Sutton) was exceptional and is an asset to the business. KLH/AA

West Bridgford

I didn't feel rushed. All questions were answered. EPM/EPM

Communication over & above expectations – put one of Dad's roses in coffin with Mum. EPM/EPM

Felt very relaxed under the circumstances. AMB/AMB

His compassion, his willingness to help at all times, immediate response to any queries or problems. AMB/AMB

Andrew Brown was excellent, helpful, knowledgeable and respectful, both before the funeral and on the day. AMB/AMB

Liked all. AMB/JLR

Helpful personal service, compassionate and efficient. AMB/AMB

Wollaton

Very efficient, smartly dressed, helpful, compassionate. KNC/KNC

Morning Jack, Just a short note to say Thank You for all you, Kirby and Lymn's have done for us. From start to finish you have been brilliant and we cant thank you enough. Its enabled us to give my Dad the best send off possible and I cant thank you enough.

Thank you Kirby and Jack for making his day special, your kindness and understanding along with the 'Memory Box' will give me comfort and happy memories.

Kirby, what can we say? You made the day perfect, with your kindness, respect and professionalism. Thank you so much.

Carriage Masters

Many thanks for allowing us to hire two Phantoms yesterday, the service, punctuality and staff were absolutely outstanding. The two drivers were so helpful, nothing was too much trouble and they cared for the families without any need to be advised, just amazing and thank you.

City Flowers

Hi Kerry, As I've just mentioned on the phone - I am so grateful! In my grief and sadness I was really struggling with some decision making and your calm confidence and advice really helped, and the flowers were exactly what we wanted and they looked really beautiful. They are the perfect balance of hints of blue with the gorgeous whites, creams and greens. They were perfect for my Dad. We have always used local florists in West Bridgford previously but I will certainly be recommending you to friends if they ever have this need in the future.

Civil Celebrant

Hello Richard. I just want to thank you for yesterday. It all went swimmingly good. I can't imagine how hard it must be for you facing all those upset faces on a daily basis. You are terrific at your job. I apologise for you having to say that you keep tropical fish in your underpants but it sounded brilliant in your serious voice and I know he would have been howling. Thanks again.

Dear Richard, Just a note to thank you for your help with the funeral. I felt it all went very well and your tribute and words of comfort had just the right tone - I had some very positive comments from people attending the funeral. Thank you again for assistance.

Stonemasons

Just a message to say thank you and that we are very pleased with the memorial stone you made. We went over to Redhill Cemetery yesterday to put some fresh flowers on it. It looks very good.

Dear Mary and team. I would just like to say a big thank you for the work you carried out on my late grandmother and brother's headstone. It looks amazing. We couldn't be happier, thank you so much, it looks like new and the flowers were a lovely thoughtful touch it made me quite emotional but in a good way.

Could Do Better

Initial telephone service was not always satisfactory.

The streaming was strange, we had difficulty obtaining original copy.

Graveside Burial

Gary putting the finishing touches to the canopy for use on the funeral of a baby girl.

The chair covers used, have been purchased by the company and are now available to hire through Sharon Draycott.



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 few months:

George Rose took care of Mrs Raynor back in the 1950's when she lost her first child. Over the years she has had a terrible time and has to use our services on numerous occasions. She has always recommend 'Lymmies' to anyone in need, and indeed used to accompany people in the St Ann's community when they needed to arrange a funeral with us to support them. Recently she has suffered with her health and mobility and so she sent the attached letter to us requesting help with a loan so she could get a second hand scooter. Given the long standing history between her and the company the foundation trustees instead decided that they would like to present her with a new one, which came with a guarantee and insurance to ensure it was reliable.



To ALL
Concerned for my
Scooter
A toast -
to you!
Mrs Raynor



Hi Chloe this photograph was taken on Sunday and shows all the lovely plants you kindly funded out in full bloom looks amazing! Kind regards Bev from Friends of Spondon Cemetery.



Dear Chloe,
As promised, I have attached a few pictures of the young man from Newmark, enjoying his all terrain buggy, the smile on his face, really does say it all. The family are so happy, it's helped them get out and about, every morning he points at it and smiles. Thank you and all your colleagues for helping us to make this young man smile again.



Emma P, on Nigel's behalf, attended the Grantham Canal Lock 14 Open Day on Saturday 18th September. The foundation provided funding for marketing resources in 2009 to help finance the project.

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

The
A.W. LYMN
Centenary Foundation



Carlton Digby School

Head Teacher: Janet Spratt-Burch
Deputy Head Teacher: Naomi Boulter
61 Digby Avenue, Mapperley, Nottingham NG3 6DS

I would like to thank you on Behalf of the pupils and staff at Carlton Digby School for your generous donation towards our sensory room. Thank you also to Chloe, who liaised with us about this project.

We have now raised the funds and aim for completion in the summer break.

We are so grateful for the support given by local businesses to enhance and improve the education we are able to offer for our young people with Special Educational Needs and Disabilities.

DANCE WORLD CUP 2020/21

WHAT A DANCE WORLD CUP WE HAVE HAD!!!!

Thank you so much for helping Expressive Arts Academy fund raise so all the girls that were chosen for their talent to represent England could go to the Dance World Cup 2020/21!! This would have been impossible without your help.

With your help we managed to raise enough money to buy all the costumes, England kit, pay for event fees and pay for all the girls accommodation.

We had an amazing time and are proud that we came home with lots of medals!!!! Every single one of the team brought home a medal we are so incredibly proud of all our girls!!!!

- 2 World Champions
- 4 Runners up in the World
- 2 second places in the World
- 1 third in the World
- 3 fourth in the World
- 1 fifth in the World
- 3 seventh in the World

What an amazing achievement for Expressive Arts Academy a small dance academy from Sneinton to be selected from 1000's to represent England against more than 60000 dancers from around the World!!



THANK YOU SO MUCH for all your help and support



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

The 'Best Practice of the Month Award' nominations are:

Julia Carty would like to nominate **Wayne Lambord**

'I would like to nominate Wayne for Best Practice. On Friday night I returned to Cotmanhay office out of hours, following a 4.30pm funeral at Trent Valley. I realised that the V class was required on a Saturday funeral which I was conducting and I needed to remove the sixth seat to allow for a wheelchair. Wayne had already seen this on the list, had rung me to say that he would go back to the yard that evening to remove said seat (that I couldn't lift out). If this was not enough I realised later that Wayne had just broken up for annual leave. In my book that is above and beyond as a team member

Emma Hutton would like to nominate **Dominic Lister**

'Jane and I would like to nominate Dominic for Best Practice. He came to our rescue when we had a problem with Jane's computer. We were downloading professional photographs of a still born baby for the tribute, and somehow they were wiped off the cd!!!!. Dominic came to our rescue and managed to retrieve them and upload on to a new disc for the family... super star and true team work'

The winner is
Wayne Lambord



From Ian Witham



MANY THANKS TO EVERYONE WHO CONTRIBUTED TO MY RETIREMENT COLLECTION. IT WAS UNEXPECTED BUT AN EXTREMELY MUCH APPRECIATED GIFT

YOU'RE THE BEST!

SPECIAL THANKS TO WAYNE AT COTMANHAY FOR THE SPECIAL SMALL GIFTS FOR ME TO TREASURE

ONCE AGAIN

THANKS TO ALL IAN

Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for August.

Arnold	9.30
Aspley	10.00
Beeston	9.50
Bingham	9.25
Bulwell	10.00
Carlton	9.71
Clifton	10.00
Cotmanhay	10.00
Derby	10.00
Hucknall	10.00
Ilkeston	10.00
Littleover	9.50
Long Eaton	10.00
Mansfield	10.00
Mansfield Woodhouse	9.83
Nottingham	9.75
Ollerton	N/A
Osmaston	9.67
Radcliffe on Trent	10.00
Rainworth	9.83
Ruddington	10.00
Shirebrook	10.00
Spondon	10.00
Stapleford	10.50
Sutton in Ashfield	10.00
West Bridgford	9.86
Wollaton	10.00

* n/a - no questionnaires returned

COMPANY AVERAGE BY MONTH

September	9.79	May	9.65
August	9.86	April	9.66
July	9.83	March	9.64
June	9.71	February	9.76