



The Family Funeral Service®

Staff Newsletter

December 2021

Poppy Window

Congratulations to the Clifton funeral home which has won the annual Poppy competition for 2021.

The window was selected as the winner (from a record number of 21 entries) by independent judge David Nunn.

David, who recently lead a RAF walking tour at Southern Cemetery (Wilford Hill), commented ‘This was a very difficult decision because all the entries had merit. In the end it came down to deciding between two or three and I have chosen Clifton as the winner. I like how front line memorabilia combines with the symbolism of mourning. The five logos along the top sympathetically link your business with remembrance’.



The other windows can be seen overleaf on pages two, three and four.



Congratulations



Well done to Michelle from our Cotmanhay funeral home on gaining her NAFD Diploma in Funeral Arranging and Administration with a merit for her oral examination.

‘Best Practice of the Month’ Overall Winner



A reminder of the winners and voting slip is on page 6.

‘Our family serving your family since 1907’

Remembrance Window Entries

The standard of this years Remembrance Windows has been amazing. The effort that everyone has put in shines through, which made it a very tough decision!

Aspley



Jahnet's first window included poppy petals, Remembrance Crosses and a wreath.

Beeston



Donna and Georgia took part in the competition for the first time. Georgia hand painted the poppies hanging in the window.



Bulwell



Kim's window included a photograph of William Henry Stoten, a member of her family who was killed in the First World War.

Carlton



Jessica's past experience putting up displays as a nursery nurse came in useful for her first window at Carlton.



Clifton



The Winner! Well done to Joanna, who has won three years of the four year competition!

Derby



Neil put together the window at Derwent House, with a nautical theme. Neil's Navy uniform as well as Union Flag were on display. The uniform (and Neil) saw action in the first Gulf War.

Ilkeston



Last year's winner, Nicki went for a trench theme with sandbags, barbed wire, metal helmet and other artefacts.

Hucknall



Catherine and Caroline decorated both windows for Remembrance. The photographs are all young men from Hucknall who gave their lives for their country.

Littleover



Dan was helped by David and Shelagh Meek's daughter Laragh. It felt fitting that 'Meek House' paid tribute to David's father Thomas James Meek. Thomas was held as a prisoner of war in Thailand, where he sadly died.

Nottingham



The Nottingham window honoured the fallen soldiers of the United Kingdom.

Ruddington



Teresa and Edward made the most of their lack of window with Union Flag bunting.

Spondon



Fiona's window centered around her ceramic poppy from the Tower of London.

Stapleford



Tracey's window included information about all those buried in a Commonwealth War Grave in Stapleford Cemetery. She was delighted to win second place in Stapleford Remembrance Window Competition.



Stonemasons



Shirebrook



Jackie's window was awash with red, white and blue. She added poppies to create this striking design.

Rainworth



Becky and David went 'poppy mad' with the window at Rainworth.

West Bridgford



Santanna's first remembrance window was a sea of poppies with silhouette soldiers and poppy wreaths.

Wollaton



Kirby and Jack made the most of their small window and commemorated 100 years of the Royal British Legion, complete with bear and poppy ribbons.

Ollerton



Ollerton's window had a photograph and artefacts from the Great War and pictures from Forest View Academy. The pictures from the children depicted four different poppies;

Red - Commemorating those who sacrificed their lives in conflict.

Purple - Remembering the service and sacrifices of all animals that lost their lives in service.

Black - In commemoration of black, African and Caribbean communities' (in service and as civilians) contribution to the war effort.

White - For remembrance of all victims of all wars regardless of their nationality. This includes wars that are still happening.

Sutton



Karen handmade a 'poppy curtain' as a backdrop to her poppy wreath, remembrance crosses and union flags.

Osmaston



With a little help (due to a very poorly foot) Mark put together his Remembrance window, which centred around a model of the Cenotaph. He was touched when a car of squadies stopped to look at, congratulate and thank him for the window.

Colum and the Newark and Sherwood Concert band leading the charge in the Ollerton Remembrance parade.



Out and about

Top row: Nine years after achieving her Diploma in Funeral Directing (as part of the 2012 cohort which included Stacey Burman, Mark Chapman, Donna Conroy, Kevin Hall and Rob Lippitt), Fiona has finally got her top hat on! She is pictured here with VW Funerals.

Middle Row: Jonathan at The Old Farm with the vintage lorry and Adam takes a shine to some puppies whilst on a funeral.

Bottom Row: Edward could not resist a shot of the Phantom VII hearse under a rainbow and Edward conducting a funeral with a white horse hearse and pink plumes.



Covid Memorial at Highbury Hospital

Our Stonemasons were pleased to provide a memorial stone at Highbury Hospital, for those who have lost their lives during the pandemic. The stone was dedicated during a



A loving tribute to all those at Highbury Hospital whose lives have been touched by Coronavirus

memorial service attended by Fr. Andrew Fisher - St Mary the Virgin & All Souls, Bulwell, Rev. Martyn Swaby, Chaplain - Highbury Hospital and Ruth Jobson - Buddhist Chaplain, Highbury Hospital.

West Bridgford wants hearts

St Paul's has asked if our West Bridgford funeral home can display 100 hearts in remembrance of those who have lost their lives during the pandemic.

We would love it if these could be handcrafted, and have got a few kits available. These would be ideal for those with children, grandchildren etc who need something to do over the Christmas holidays.

All completed hearts will need to be returned in early January.

If you are interested in a kit, then please get in touch with Emma P.

Overall winner of 'Best Practice of the Month' 2021

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:

Kyle Higginson 'For the calm and measured first aid assistance he gave when a colleague fell and broke her elbow'.

Tracey Sweeting Rowe 'For her 12 years of answering out of hours calls'.

Russ Kemp, Emma Stevenson and Beryl Spencer "Team Arnold" for their phenomenal work at keeping the funerals running smoothly and efficiently at the busy Arnold funeral home since Christmas, especially bearing in mind Emma only joined us during this time'.

Brian York 'For his sterling work during these busy times and in particular coming into work on his holiday to ensure families were not let down'.

Dan Barnes 'For suggesting and creating a guide for new starters'.

Adam Jessop 'For getting stuck in and unblocking a drain in the car park at Derby and then working alongside the contractors who helped get the main manhole up for us to get the job sorted!'

Voting slips can be placed in the Post Box, in the Nottingham Divers Mess or sent via internal mail to Emma. You can also email (emma.percival@lymn.co.uk), text (07916 140 406) or call (*441). Please include your staff number.

Closing date Thursday 23rd December 2021.

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

Deanna Dale 'For making suggestions on how to improve the Chapel of Rest experience for our clients.'

Neville Carridice 'For assisting a family on a funeral at very short notice. He travelled 150 miles to collect the deceased, then conducted the funeral himself on a Saturday afternoon'.

Neville Carridice, David Hills, Neil Brown and Dean Hamer. "Team Cropwell for redigging and preparing a grave during a funeral service when the Funeral Director noticed that the grave was not at the correct depth'.

Wayne Lambord 'For helping a Funeral Director with the wheelchair adaptive vehicle after hours on a Friday night (whilst on annual leave) so it was ready for a Saturday funeral'.

Mark Ridout 'For his dedication to clients, making sure they could get a Saturday burial for cremated remains'.

Colum O'Shea 'For driving to Ireland on a Saturday, whilst on annual leave with a deceased, after a problem with the original flight'.



Voting Slip

Staff Number _____

Kyle Higginson	[]	Dan Barnes	[]	Team Cropwell	[]
Tracey Sweeting Rowe	[]	Adam Jessop	[]	Wayne Lambord	[]
Team Arnold	[]	Deanna Dale	[]	Mark Ridout	[]
Brian York	[]	Nev Carridice	[]	Colum O'Shea	[]



Top row: Kyle Higginson, Tracey Sweeting Rowe, Brian York.

Second row: Team Arnold (Emma Stevenson, Russ Kemp and Beryl Spencer), Dan Barnes.

Third row: Deanna Dale, Adam Jessop, Neville Carridice.

Fourth row: Team Cropwell (Neville Carridice, David Hills, Neil Brown and Dean Hamer) ,Wayne Lambord, Mark Ridout.

Bottom row: Colum O'Shea

Please remember that this is not a popularity contest, it is to recognise the person who has gone above and beyond.

CEOSleepout



Well done to Matthew for completing the CEO Sleepout and raising £2,940.29 with Gift Aid for The Friary. And before anyone asks YES he did sleep in his tie!



Charis and Megan were pleased to represent the company as guests of Eden PR at the launch of Tenpin Nottingham, next to the showcase cinema.



The Family Funeral Service®

The Lymn Rose family, invite you to the opening of their new Stapleford funeral home
Saturday 11th December 1pm - 4pm

For more information please contact Tracey at

Half Crown House

38 Derby Road, Stapleford NG9 7AA
0115 949 9211

stapleford@lymn.co.uk • www.lymn.co.uk [f/awlymn](#) [t/awlymn](#) [i/a.w.lymn](#)



Nottingham City Council

Nottingham City Council
Will be opening our Chapels at Wilford Hill Crematorium

On Saturday 4th Dec from 10.30am until 2pm

For anyone who wishes to write a remembrance tag for our Tree, or wishes to sit for a moment to remember Loved Ones and Friends.

ALL ARE WELCOME TO ATTEND

For more information, please contact
Wilford Hill Cemetery and Crematorium
0115 8761920/22

Sponsored by



Work Experience



We were pleased to welcome Daisy to a work experience placement at Robin Hood House. Daisy is the daughter of Clifton based Rev Lydia Cartwright and is looking to go into medicine, with a view to eventually being a coroner.

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 November. * n/a - no questionnaires returned

Arnold	9.54	Hucknall	10.00	Radcliffe on Trent	9.67
Aspley	10.00	Ilkeston	10.00	Rainworth	10.00
Beeston	9.86	Littleover	9.75	Ruddington	10.00
Bingham	9.83	Long Eaton	10.00	Shirebrook	9.67
Bulwell	9.67	Mansfield	n/a	Spondon	8.00
Carlton	9.75	Mansfield Woodhouse	10.00	Stapleford	10.00
Clifton	10.00	Nottingham	10.50	Sutton in Ashfield	8.00
Cotmanhay	n/a	Ollerton	10.00	West Bridgford	7.50
Derby	10.00	Osmaston	10.00	Wollaton	9.57

COMPANY AVERAGE 9.73

Client comments collected during October and November 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 WEW/AA was arranged by Wendy and conducted by Andy.

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 – 75

Good – 6

Satisfactory – 3

City Flowers

Excellent – 37

Good – 12

Satisfactory – 1

Arnold

Good celebrant, good funeral director. ES/RK
Very respectful and caring. RK/RK
The compassion & professionalism. RK/NMR
Everything was excellent. RK/RK
The respect given to mum on the day of her funeral by Nigel – can I also thank Beryl & Emma xx Thank you. ES/NLR
The service delivered by Malcolm was outstandingly good. ES/RK

Dear Emma, Myself and my mum and Dad would like to thank you from the bottom of our hearts for all of your help and consideration with regards to my Aunt's passing. Without your help, beyond your job role. I would not have been able to have sorted out the funeral. Aunty will at last be put to rest and her ashes scattered with Uncle. Once again Emma, thank you so very much. You're an angel.

Dear Emma and the rest of the team at Lymns. Myself and my family would like to thank you for your help and support in arranging the funeral. The undertakers were very kind and informative as was the gentleman on the 24/7 call who took the initial call. Beryl did a fantastic job with the order of service and all those in attendance have shared how lovely it was; they've also shared what a lovely service it was. The main chap on the day was fantastic at guiding us every step of the way. Anja was excellent giving us time and patience and asking lots of questions at the home visit which helped produce a lovely service. We would like to extend the thanks to the embalmers who helped him look at peace.

We would like to give our thanks to Emma, Beryl, Russell and team for their excellent professional and caring service following the passing of our mum. From beginning to end you guided us through every step and so on the day of the funeral everything ran so smoothly. We felt we were in very capable hands and would certainly recommend your first class service.

Aspley

Julia Carty was really kind and considerate. She was very supportive and stayed in touch throughout. JW/JRC

Beeston

Very well presented. GB/DMC
Personal and reassuring. DMC/LJC
Effort made to support was above and beyond expectations. JLR/JLR
The staff were very professional, respectful. We could not fault the service & care we received – thank you. GB/DMC
Victoria Corder was brilliant and caring. GB/DMC

Bingham

Choice of coffin and printed material. DTL/DTL
Very friendly and respectful. DTL/DTL
Dominic was excellent – compassionate, patient, kind and very supportive during family discrepancies! DTL/DTL
The flower vase for unmarked grave, basket of petals. DTL/DTL
All round excellent service. DTL/DTL
Made us feel relaxed and offered lots of advice and helpful. DTL/DTL

Dominic, we would like to thank you for all your help in arranging the funeral and the other members of staff who helped us on the day.

Bulwell

Deanna Dale was great! TK/AA
Helpful, respectful and professional. DD/TK
The personal touch. KLN/TK

Dear Julia, On behalf of all our family we would like to thank you and your staff, for your kindness and professionalism on taking care of our mum. You made the process of organising her funeral so much easier. Although we hadn't met, you made my family and I feel safe and secure. Our mum would have been very happy with the service you provided.

Carlton

The whole service could not have been dealt with in a better way. JF/NMR
Support in completing order of service and encouragement to record my own piano playing for service. JF/NMR
Attention to detail. NMR/NMR
Always helpful and respected needs of deceased. NMR/NMR

Hi Danny, On behalf of my family and I, I'd like to say how grateful we are for how you and your team dealt with my mums funeral and the excellent service

you provided. We shall be forever in your debt.

Mark, many thanks for all your kindness at this sad time.

To all at Lymns Carlton, Thank you so much for a perfect send off for; you made an impossible day beautiful. We will never forget such a memorable service.

Hi Jess, I just wanted to say a huge THANK YOU to you and the team at Lymn's for giving my dad a lovely send off on Monday. It all went so well, and everyone had a sad but good time. Dad would have been very proud, and Mum couldn't have asked for anything more.

Clifton

Very friendly, compassionate and professional. JMW/EPM

Hello Joanna, I hope all is well. I wanted to thank you for your wonderful words and kindness at my dad's ashes interment. You have been truly wonderful throughout.

Cotmanhay

To all at A.W. Lymn Thank you for the care you have shown when looking after her;

Derby

Nothing was too much trouble and Norman was afforded every dignity & courtesy despite the circumstances. A huge thank you to Kevin, Neil and the team who went out of their way to help in tricky circumstances. Always grateful to Lymns for your kindness & professionalism. NDR/NDR
Professional, caring, respectful. NDR/NDR

Dan / Kevin, On behalf of my mum, my sisters and from me personally, we just wanted to express our sincere appreciation for the care and sensitivity that was taken with all the arrangements and management of my Dad's funeral yesterday. Obviously it was a daunting day for us all but the support of Lymn's and the services that Rev'd John conducted made it all the more bearable.

Hucknall

The service was executed in the way we asked it to be, celebrant was very good.
CM/DLD

Ilkeston

Nicola was amazing! NAA/TK

Dear all, Thank you so much for the funeral service you provided for our uncle. Everything was perfect from beginning to end.

Just had to say many thanks for the organisation of my sisters funeral yesterday, It was so well organised and made a difficult situation easier as I was so worried that I had forgotten something, but your company did everything perfectly, your staff were so kind. Many thanks again I will forever be grateful as my sister was my last family relative.

Littleover

Dan Barnes was absolutely brilliant and very helpful in every way. DBB/MC
The choice of a local celebrant. DBB/MC
It felt very personal. DBB/MC
Dan & the team were very professional. DBB/MC

Long Eaton

The civil celebrant's service. DB/LJC

Danielle, Thank you for everything you have done to make my Dad's final journey for us easy and memorable.

Danielle, Louise and all the team, thank you for everything, mum had the perfect send off The horses, the doves, everything she would've loved. And to Danielle for the endless cups of tea.

Mansfield Woodhouse

Everything and everyone. It was so calm, understanding, respectful and compassionate. WEW/AA
Their kindness. WEW/AA

Nottingham

The celebrant was excellent in preparing and conducting the funeral service. MR/NLR
Personal touch by all staff. MR/EPM
Asking sons to be Pall bearers. PCR/PCR
The funeral director was very sensitive

to my family's feeling at a very sad time, but at the same time was extremely professional. PCR/PCR

Hi Kevin, Thank you for help through the whole process; I did mention to Matthew how helpful and efficient you were. Also on the day of the funeral the weather and access to the grave was somewhat difficult please pass on my thanks to your colleagues and particularly Matthew who also got stuck in with the work of the day.

Ollerton

Colum had a Greek prayer translated into English, as Greece was very special to Tony & I it was a lovely touch. DCC/CJO

Osmaston Park

Mark was very helpful and did an amazing service he went through every step at arranging mums funeral with us, made us feel like part of the family everything was perfect. MC/MC

Radcliffe on Trent

Staff were excellent and very kind Emma & Jane. Jackie was brilliant on the day. JK/JLR
Very personal service. Very professional. You helped me through the 'process' all the way. EH/JK
Exceptional service, all of it everyone could not do enough for us it was as I said exceptional service. JK/JK
Offered much support & gave lots of time to us if we needed to talk (Jane & Emma at Radcliffe & Jackie at Sneinton) EH/NMR

Rainworth

Becky is an asset to your company, nothing was too much trouble for her. RSH/AA
Politeness, consideration, dignity, compassion. RSH/AA

To David and Becky, We would like to thank you and your staff for everything you have done for us over the last few weeks and your caring nature, particularly David when he gave me the rose in church. I was a beautiful service and you all made us feel so at ease.

David, Thank you for making a very hard time more bearable with your genuine empathy, kindness and professionalism.

I know it's your job but you are a credit to the profession.

We cannot put into words the appreciation we have towards yourselves and your company for the professional and caring way every detail and attention was given during the difficult time of arranging my husband's funeral. Could you please pass on our gratitude for your wonderful team?

Dear Becky and all the helped with our mother's funeral. We would just like to say a big thank you. We couldn't have asked for more. You all did an amazing job and made the day very special.

Ruddington

Very clear & good, personal service. TLS/TLS
Quiet way the funeral was conducted. The way we were kept informed just at the right time. EPM/EPM
How they handled the vehicle breakdown. Very professional without any need of embarrassing conversations, very pleased. EPM/TLS
The kindness and professionalism of the staff being able to read through the words spoken at the ceremony beforehand. Thoughtful words spoken by the celebrant. DMC/NLR

Shirebrook

The compassion, dignity and how they put themselves forward as if they were part of our family 10/10 (made us relaxed and at ease). JP/AA
Very caring & made recommendations to our benefit when appropriate. JP/AA
The placing of lilac pillow under deceased head at viewing and purple flag on hearse. JP/AA

Spondon

They did exactly what I asked for, staff very professional & caring. FH/NDR

Fiona Hall is an absolute credit to your company. Recently she took care of my Dads funeral. I have nothing but praise for the care she gave my family during this difficult time, and the funeral was just perfect. Fiona also took Care of my mums funeral 3+ years ago and because of the care and dedication of Fiona I knew she was the one person to look after my dad when the time came. My whole family would like to thank

Fiona for her dedication to the job she performs and the support she has given us, she helped us celebrate the life of my Dad and made it a beautiful final journey.

Thank you for having such amazing staff.

Stapleford

Professional & compassionate. TSR/LJC

Sutton

Customer service. KLH/AA

To Karen and the team, we cannot thank you enough for the professionalism and compassion you showed us in helping to arrange the funeral. Your advice and guidance resulted in us being able to give him the send off he deserved/ We will forever be grateful to you.

West Bridgford

All arrangements were taken care of by Lymns. AMB/AMB/WB-HAYES
Very pleased with Santanna Nightingale at WB office – kind & efficient. SNN/JK

Wollaton

The Wollaton sire, personnel were all very helpful and courteous and patient. JHP/KNC
The staff. JHP/KNC
Friendliness and professional competence, compassion from A-Z. KNC/KNC
Prompt collection of Roy from care home. Friendliness and caring staff. JHP/KNC
Easy to talk to, always on hand for help – no matter how small. KNC/KNC
The friendly and helpful advice from Jack & Kirby was greatly appreciated please thank them for me. JHP/KNC

City Flowers

Hi Kerry, I just wanted to say thank you for the floral tributes for my father-in-law's funeral last Friday. Both the coffin spray and the wreath were beautiful. We went yesterday to have another look at all the floral tributes and they were still looking really lovely. Thank you all so much.

Civil Celebrants

Dear Richard, on behalf of our family we would like to thank you for the lovely service you gave for our mum on Friday.

So many people came to us afterwards and said how personal it was. It was a perfect farewell.

The Craftsmen in Stone

Morning all, I just wanted to say a big thank you for the amazing work you have done on my grandparents' headstone. I visited on Saturday and I thought how lovely it looked – it's amazing. Great job – thank you!

Please tell Luke how much we appreciate his craftsmanship and skill.

Pre-Paid

Good evening, I would just like to add to your favourable Client Comments by thanking you for arranging for Georgia Bell to arrange a Funeral Plan for my mother. Very professional, knowledgeable and caring. If the Service is even half as good as the Plan then we are in great hands!

Could Do Better

A negative was the set up and collection of donations the process ended up quite complicated when we thought this was to be managed by A.W. Lymn.

Flowers from Lymns didn't arrive in time to go with Cortege and had to be delivered to the crematorium.

Chapel of rest not very well sound insulated I felt a little uncomfortable that I was unable to grieve without being heard.



This amazing coffin was printed with letters, foot and hand prints from the ladies family.

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

Kerry Bishop has nominated **David Green, Pete Jeffrey, Joe Parton, Gary Seymour** and **Neville Carridice**

'Please can I nominate Green, Pete, Joe, Gaz and Nev for helping out in the floristry department during a ridiculously busy time while being short staffed! Thank you.'

Pete Jeffrey has nominated **Olivia Cotterill Wilson** and **Isabel Walton**

'Please nominate Olivia and Izzy in the mortuary? We have had a few issues with one of the fridges breaking and then wait to get parts to fix it. They have also worked as normal with the building works next door, simply putting up with the disruption.'

Neville Carridice has nominated **Gary Cooke**

'I nominate Gary Cooke for stepping in at the 11th hour to drive to Scotland and back without hesitation and delay.'

Neville Carridice has nominated **David Green, Joe Parton** and **Gary Seymour**

'I nominate Dave, Joe and Gazza for stepping in to help out the florists, when Kerry was short staffed so that all flowers for the three large funeral were arranged. Fine jobs lads.'

Joe Parton has nominated **Jo Lee**

'Please can I nominate Jo for best practice? She was worked 10 days by herself whilst Kerry's been off, finishing late every night and to top it off this should've been her week off so she's cancelled her holiday to stay and help out. 10/10 chick, would recommend 5* service.'

Sharon Allen has nominated **Mary Haynes**

'I would like to nominate Mary for offering to come in to do the invoicing every morning before Jury Service, as she knows how busy the department is at the moment.'

Jonathan Baker and **Wendy Walker** have nominated **Colum O'Shea**

'Colum drove to Ireland on an overnight ferry with a deceased after the flight the gentleman was booked on did not exist! He got to the funeral directors at 4am on a Saturday morning before driving back in the evening. He was supposed to break up for annual leave on the Friday!'

The winner is
Colum



Congratulations also to Colum on being accepted as an NAFD examiner!



Our Advent Calendar is all prepared for the 1st December, with prizes ready to be won!

Every current member of staff's name will go into a draw to win a prize for the first 25 days of December, with the first day's prize being a chocolate Advent Calendar.

Each day's winner will be announced so there is nothing to do but sit back and cross your fingers!